

# ENVIRONMENT SOUTHLAND

## Regulatory Administrator

### Role description

### About us

#### Our mission

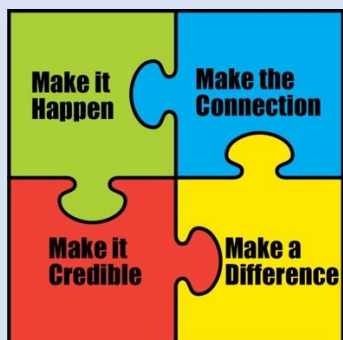
Working with the community to enhance Southland's environment.

#### Our vision:

A thriving Southland (Te taurikura o Murihiku)

#### Our values:

Here at ES, we -



### Role purpose

The **Regulatory Administrator** contributes to the overall performance of the **Resource Management Team** by providing administrative support to the Resource Management and Consents divisions.

Emphasis is on:

- Providing general administrative services to the Resource Management and Consents divisions, and to administer, process and monitor resource consents in accordance with the Resource Management Act 1991, particularly in regard to recording consent applications and consent processing data.

## About your role

Grade: 11

Pathway: S5

**Group/Division:** Strategy & Regulation Group / Resource Management Team

**Reports to:** Team Leader  
Regulatory Administration

### Who you will be working with

#### Direct reports:

- Nil

#### Indirect reports:

- Nil

### Key stakeholders

#### External:

- Consent holders and applicants
- General Public
- Contractors
- Councillors
- Statutory bodies including government and other local authorities

#### Internal:

- Regulatory Services Team
- Other staff at Environment Southland

### Delegations

In line with the Environment Southland Delegations Manual

## Your leadership profile – Individual Contributor

*Your crucial challenge as an Individual Contributor is to find a way to add value while working effectively with others.*

*To be an effective **Individual contributor**, aim to:*

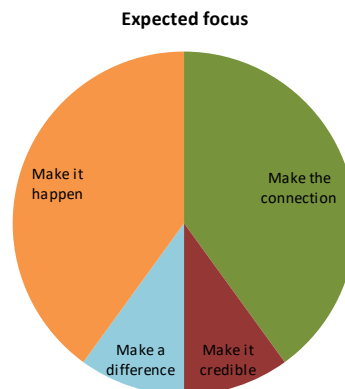
**Make it Happen** – Show initiative, take accountability and deliver high-quality work on time.

**Make the Connection** – Focus on meeting your customers' needs and work collaboratively as part of your team.

**Make it Credible** – Communicate clearly, show integrity, and focus on building your professional skills.

**Make a Difference** – Show curiosity, make thoughtful and evidence-based decisions, and aim to understand the wider context for your work.

While all elements of the Environment Southland Leadership Competency Framework are important, as an **Individual Contributor**, you will have a stronger focus on Make it Happen and Make the Connection.



## Your accountabilities

<b>Process monitoring and compliance documents</b>	<ul style="list-style-type: none"> <li>• Receive and record relevant reports and data for resource consents within agreed timeframes.</li> <li>• Receive and record all monitoring data for resource consents within agreed timeframes.</li> <li>• Work with monitoring, technical and enforcement team members to ensure compliance with statutory requirements and minimise delays.</li> <li>• Review data which is submitted for completeness and compliance with consent conditions.</li> <li>• Record correspondence on the Council's electronic filing system.</li> <li>• Follow up on data which is not supplied on time.</li> </ul>
<b>Process applications for resource consents</b>	<ul style="list-style-type: none"> <li>• Receive and record relevant processing details for resource consent applications under the Resource Management Act 1991.</li> <li>• Issue notices and decisions regarding resource consents.</li> <li>• Prepare and format Consent Certificates accurately and within agreed timeframes.</li> <li>• Comply with statutory requirements and minimise delays.</li> <li>• Receive, process and issue complete applications for whitebait stands, and bores within agreed timeframes.</li> <li>• Receive and process surrenders and transfers of resource consents.</li> <li>• Prepare processing costs and interim invoicing.</li> <li>• Issue notices in regard to consent expiry and the need for consent renewal approximately 10 months, 8 months and 4 months in advance, as appropriate.</li> </ul>
<b>Maintenance of database</b>	<ul style="list-style-type: none"> <li>• Enter data on the Council's database accurately and within agreed timeframes.</li> <li>• Participate in database audits and data correction.</li> <li>• Self-audit data entry to identify and rectify errors.</li> </ul>
<b>Pollution Line</b>	<ul style="list-style-type: none"> <li>• Be available to respond to incoming calls during business hours.</li> <li>• Provide accurate and timely information and advice to members of the public and consent holders for each call.</li> <li>• Enter all incidents into Council databases accurately and within agreed timeframes.</li> <li>• Deliver positive customer service.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Share knowledge and experience within the team to achieve an efficient team performance.</li> <li>• Work with the wider Resource Management and Consents team members, as required.</li> <li>• Record, update and utilise directorate processes as appropriate.</li> <li>• Provide training and guidance in Environment Southland's software programmes and applications to the Resource Management and Consents teams, and wider Environment Southland teams, as required.</li> </ul>
<b>Strategy and vision</b>	<ul style="list-style-type: none"> <li>• Support the implementation and delivery of Council's strategy</li> </ul>
<b>Project management</b>	<ul style="list-style-type: none"> <li>• Participate in projects which may be financial, transformational, strategic and/or leadership focused from time to time</li> <li>• Application in line with Council's corporate project management systems and processes.</li> </ul>
<b>Finance (budgets)</b>	<ul style="list-style-type: none"> <li>• Consider financial implications of actions.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>• Continually seek opportunities to improve services for your customers (internal or external).</li> </ul>

	<ul style="list-style-type: none"> <li>• Show flexibility, adaptability and a willingness to change and are open to feedback as an opportunity to improve.</li> </ul>
<b>Stakeholder relationships / customer service</b>	<ul style="list-style-type: none"> <li>• Develop strong and effective relationships with internal and external stakeholders.</li> <li>• Respond appropriately.</li> <li>• Understand situations from the customer's perspective.</li> <li>• Keep customers up to date about progress of queries/requests/projects</li> <li>• Maintain clear communication</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Any other duties as may be required from time to time.</li> </ul>

## Your health, safety and wellbeing

- Work safely and take responsibility for keeping self, colleagues, contractors and customers free from harm
- Report all incidents, near-misses, hazards and accidents promptly
- Communicate whereabouts when out of the office (e.g. use Where Am I, Get Home Safe)
- Activity risk assessments are completed as part of planning for all field-based activities prior to work being undertaken, with relevant parties
- Know what to do in the event of an emergency
- Participate in safety and wellbeing initiative and programmes as required
- Attend required health and safety training and induction sessions.

## Working with Māori

- Engage with iwi in a way that demonstrates understanding of the nature of the relationship between iwi and Council as reflected in the principles of Te Tiriti o Waitangi and Council's values, policies and practice.
- Communicate and engage with mana whenua and mataawaka, demonstrating an understanding of tikanga, and on the basis of informed understanding of issues of significance to Māori throughout Murihiku.

## Your civil defence and emergency response responsibilities

All staff of Environment Southland may be required to undertake Civil Defence or Biosecurity duties in the event of an emergency. Training will be given as appropriate.

- Fulfil allocated Civil Defence and emergency response roles, as assigned.
- Manage or assist with other emergency responses that are required.
- Participate in Civil Defence and emergency response initiatives and programmes as required.

## Confidentiality, privacy and recordkeeping

All staff of Environment Southland are required to collect, retain, and maintain sensitive, confidential and personal information. Training will be given as appropriate to:

- Manage all information with care and respect in accordance with the Public Records Act 2005, Privacy Act 2020, Local Government Official Information and Meetings Act 1987 and all other relevant Local Government legislation.
- Retain information, regardless of format, e.g. records and data in official organisational systems.

- Ensure no sensitive, confidential, or personal information is inappropriately shared internally or externally without the appropriate approval.
- Report a privacy breach to the organisational Privacy Officer if a situation should occur.

## Your experience, knowledge and qualifications

### Knowledge/Experience

- A minimum of NCEA level 2 plus a New Zealand Certificate Level 3 in Business studies, or equivalent.
- 4-5 years' experience in an office environment doing general clerical duties.
- A knowledge of the resource consent application process and associated management issues is desirable.
- A general knowledge of the Resource Management Act 1991 is desirable.
- Ability to communicate effectively with other team members and the public generally.
- Ability to deal with conflict and resolve it in a non-adversarial manner.
- Must be competent with Microsoft Office suite and experience with, or willingness to learn, regional council specific software programmes.
- Ability to interpret and analyse data.
- Well-developed verbal and written communication, planning and organisation skills.
- Highly accurate and keen eye for detail.
- Excellent relationship management capability.
- Full current driver's license

### Attributes

- A genuine interest in, and commitment to, resource management and the environment generally.
- Self-motivated with high personal standards.
- Ability to work without close supervision and exercise judgment on when to consult others and seek advice.
- Ability to take direction while self-managing time, multiple priorities and achievement of agreed tasks.
- Willing to promote and demonstrate the values of Environment Southland.
- Prepared to use initiative.
- Versatile, open-minded and innovative.
- Excellent communication and customer service skills

## Performance Review

We have a Professional Development Programme (PDP) that is the basis for performance assessment at all levels of the organisation. There is at least one formal meeting, annually, between the team member and their people leader, along with a six-month review and regular monthly catch-ups.

## Acknowledgement

I \_\_\_\_\_ have received a copy of the job description and have read and understand the duties and responsibilities and key relationships described therein.

Signature \_\_\_\_\_

Date \_\_\_\_\_