

ROLE DESCRIPTION
September 2020

Title & Reporting Relationships

Position Title: **Development Control Team Leader, Resource Consents and Compliance Team, Regulatory Services Group**

Grade: SP 18

Reports to: **Resource Consents and Compliance Manager**

Direct Reports: Up to 6 FTE

Delegated Authority /Budget / HR Delegation This position holds a financial delegation of \$5,000.

Purpose of Position **The Regulatory Services Group** comprises five teams: Environmental Standards; Resource Consents and Compliance; District Plan; Coastal and Building. All work together to ensure effective planning, organisation, management and leadership for regulatory functions is provided in an efficient manner within the budgets provided, in compliance with relevant legislation and in accordance with Council's social and environmental policies.

The Team Leader Development Control is accountable to the Resource Consents and Compliance Manager for:

- administrating and ensuring compliance with Resource Management Act, the District Plan and Council's suite of Sustainable Development Management Strategies and Design Guides;
- providing advice to Elected members, Council staff, developers, and the community on requirements for sustainable design and systems, RMA compliance and enforcement; and
- participating in community planning processes which articulate the community's vision for the management of development within the District

The Team Leader will play a critical role in leading and organising the day-to-day operation of the team while providing mentoring and coaching to team members and professional advice, where required, to the public.

The Council has identified three key drivers for change in the management and delivery of regulatory services, including:

- being “Caring, Dynamic and Effective”;
- improving performance (and the perception of performance); and
- responding to changes in the legislative environment.

The Team Leader Development Control will have an important leadership role and a high degree of influence on implementing the changes required to respond to those drivers, and to ensuring that the team delivers high quality services.

Indirect Reports: nil

Internal Contacts: Resource Consents and Compliance Manager
Group Manager Regulatory Services
Infrastructure and Development Engineers
RMA Compliance Officers
Other staff of the Resource Consents and Compliance Team
Other staff of the Regulatory Services Group
Communications staff
Other staff from across Council teams

External Contacts: Property Developers (or their representatives)
Consent Holders
Builders/ Architects
Consultant Planners/Advisors/Contractors
Tāngata whenua
Business, Education, Professional and Community Groups
Solicitors
Wellington Regional Council
Other Local Authorities

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers’ needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

Key Operational Accountabilities

The Development Control Team Leader is responsible for ensuring all Resource Management Act compliance, education and enforcement is administered effectively, accurately and consistently.

The Development Control Team Leader will also:

- Provide advice to elected members, council staff, developers, Tangata Whenua representatives and the community on requirements for sustainable design and systems, RMA compliance and enforcement, and where necessary, take responsibility for seeking outside experts to assist the Council in these areas
- Develop, implement and maintain a Quality Assurance System (QAS) covering the services delivered by the Development Control Team, so that:
 - the team uses effective processes and procedures
 - all enquires and applications are completed within agreed and statutory timeframes
 - services provided are fit for purpose and meet both external and internal requirements, including legal compliance and customer expectations;
 - appropriate monitoring systems are in place; and
 - maintain awareness of legislative or other national and regional developments which may have an impact on the functions or services of the Development Control Team and advise the Resource Consents and Compliance Manager accordingly.
- Undertake consultation in community design/ district development projects and processes intended to ensure community articulation of desired development management frameworks – including participation in enquiry by design processes, development of innovative design ideas, assistance to the community in the processes to understand design options and impacts
- Provide leadership in the development of sustainable design solutions, and monitoring/ enforcement strategies, including:
 - promoting to developers and designers and provision of advice to staff and the community on requirements for sustainable design systems
 - the development and review of subdivision and development sustainable design standards and guidelines
 - the development and review of RMA Monitoring and Enforcement strategies
 - provision of internal consulting functions, across Council business teams, based on highly specialised technical knowledge
 - maintain good documentation of all audit processes and results of audit, and prepare reports on compliance with resource consent conditions; and
 - maintain and update as required technical standards for subdivision and land development engineering works in consultation with other staff.
- Participate (and lead from time to time) in the Pre-Application meeting process including providing input into key capital works projects linked to town and local centres, roading, stormwater projects and significant resource consents
- Ensure that problems or potential problems are identified early and that timely and adequate corrective actions are recommended to the Resource Consents and Compliance Manager
- Assist in establishing and maintaining information systems where necessary for operational needs, or to interface with Kapiti Coast District Council systems
- Be involved in continual improvement by contributing ideas to improve organisational processes and procedures that add value to our customers.

Leadership

- Provide strategic direction and leadership for the delivery and development of high quality regulatory services.

- Accountable for the leadership, support, coaching and mentoring of Development Control team.
- Foster a team approach to the delivery of services, outcomes and outputs
- Ensure staff have a wider awareness of the role of regulatory services within the range of activities and services provided by the Council.
- Foster a climate of customer service.
- Seek, obtain, monitor, analyse and act on formal and informal customer and stakeholder feedback to maintain and improve the high quality of services.
- Establish an effective performance management culture, including an on-going performance appraisal system with clear performance indicators and standards.
- As a senior member of the Regulatory Services Group, coaching, mentoring (which may sometimes include staff outside your direct management responsibility) and leading by example are behaviours expected at all times.

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Project Management

- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- Maintain confidentiality at all times.
- Ensure Subdivision / Development related customer enquiries are actioned within Council operational standards
- Maintain, and ensure the team maintain, a professional, courteous attitude to all customers ensuring communication is accurate, succinct and in a manner which promotes customer service excellence.

Teamwork

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Financial Management

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.
- Prepare short and long term strategic, financial and business plans for the cost effective provision of services to the standards required.
- Take responsibility for the management of specific budgets as advised and delegated as appropriate by the Resource Consents and Compliance Manager.

- Negotiate and manage contracts with external suppliers of products and services if/ as required.
- Ensure invoicing is regularly undertaken and up to date so that the team is efficiently recovering costs

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.
- Establish and maintain an appropriate involvement in teams and meetings at every level of the organisation.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated EDRMS system, using processes and tools as described in the current Information Management Policy.
- Ensure team collects reliable, accurate, relevant information to assist in monitoring the state of the environment and Ministry for the Environment's National Monitoring System.
- Report as required on team's activities.
- Adopt an audit based approach to ensure risks are appropriately controlled.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

All managers are expected to be champions for health & safety excellence.

All employees have a responsibility to work towards keeping a safe and healthy work environment by following safe work methods, identifying work place hazards and risks, using appropriate safety equipment, and complying with all policies and procedures that are in place. Employees must take reasonable care of their own health and safety and ensure their actions or inactions do not cause harm to themselves or others.

Expectations of manager responsibilities for health and safety include but are not exclusive to;

- Visibly demonstrating to their team and stakeholders that good health and safety practices are an integral part of the Council culture
- Integrating health and safety requirements and expectations into daily business making decisions

- Proactively monitoring the resources required achieve agreed health and safety performance targets
- Reviewing health and safety performance with an inquiring mind, looking to understand and gain insight and assurance that risk is being effectively managed and balanced along with other Council priorities
- Hold self to account through setting clear expectations and performance goals that enable each person to contribute towards making Council a safe and healthy place to work.

At the discretion of the Council, as part of a rehabilitation program, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

PERSON SPECIFICATION

Essential Skills, Knowledge and Experience

- Relevant tertiary qualification in engineering, environmental science, resource management (or similar).
- Demonstrated successful background in management of regulatory services of local government at a comparable level.
- Demonstrated experience managing small teams achieving outcomes
- Proven relevant experience in subdivision or similar work with understanding of sustainable development principles
- Demonstrated understanding of resource consent procedures and RMA processes related to District Plan implementation, monitoring, education and enforcement
- An ability to apply the Resource Management Act 1991, Local Government Act, Official Information and Meetings Act in relation to the provision of information, subdivisions, land use, relevant standards and codes
- Demonstrated effective negotiation/conflict resolution skills
- Demonstrated knowledge of tikanga Māori, awareness of Māori perspectives and issues
- Demonstrated ability to think logically, analytically and laterally
- Strong organizational and time management skills with demonstrated ability to prioritise own work, lead by example and work effectively to deadlines
- Demonstrated ability to work as a member of a generalist or specialist team
- Competent level of computer skills encompassing Microsoft Office products, geographic information systems, and ability and willingness to learn new/enhanced applications
- Demonstrated ability to write reports and make presentations to management and Council, which are concise, accurate and which can explain technical matters in a manner easily understood by lay people
- Effective communication skills with demonstrated professional ability to relate to a wide range of people with differing levels of experience and understanding within and outside the organization
- Excellent interpersonal skills with a demonstrated commitment to customer service and ability to manage relationships and work with a wide range of people within and outside the organisation
- Holder of a current and valid New Zealand Drivers Licence.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence duties in the event of an emergency. (Training will be given as appropriate.)

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.