

JOB DESCRIPTION
December 2022

Title & Reporting Relationships

Position Title:	<p>Responsible Camping Ambassador, Environmental Standards Team, Regulatory Services Group</p> <p>Fixed Term (January– April)</p>
Grade:	SP10
Reports to:	The Team Leader Public Spaces and Animal Management and or Environmental Standards Manager
Direct / Indirect Reports:	Nil
Purpose of the Group and the Position:	<p>The Regulatory Services Group is made up of 4 teams: Customer and Business Support; Environmental Standards; Resource Consents and Compliance and Building Control teams. These teams work collaboratively to ensure effective planning, organisation, management and leadership of regulatory functions is provided in an efficient, effective, sustainable and customer friendly manner in compliance with relevant legislation and in accordance with Council’s social and environmental policies.</p> <p>Our ‘why’ is to protect and enhance all that Kāpiti has to offer, to ensure safe and healthy communities and thriving environments.</p> <p>The employee/s will be responsible for monitoring freedom camping across the Kāpiti District. Duties include:</p> <ul style="list-style-type: none"> • Educating the community and freedom campers on responsible camping and any proposed legislation changes. • Responding to public queries, • Collecting statistical information through conducting surveys to inform any future review of the Freedom Camping Policy. <p>The role is expected to begin in late January until 28 April 2023.</p>

This role will have a high public profile and as such will be required to deliver effective, co-operative and professional working relationships with Council staff and all stakeholders including:

Internal Customers: Environmental Standards team
Any other council staff

External Customers General Public
New Zealand Police
Other Local Authorities
Community Agencies

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.

We require that all staff demonstrate behaviours that underscore 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.

Functional Key Results

Technical

Ensure visitors to the district are:

- Monitor freedom camping areas around the Kapiti Coast District
- Educate campers to freedom camp responsibly
- Educate the community and respond to enquiries
- Collect data using a pre-formatted questionnaire

As required by the manager, conduct a short survey with visitors for Council’s information gathering on Responsible Camping within the District.

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).
- Interpret legislation and Bylaws as required to support Responsible Camping in the Kapiti District.

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.
- Provide a professional, caring 'customer first' approach in all we do.
- Effectively resolve conflicts with customers where appropriate.

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, such as contributing to any policy/procedure/local bylaw developments in the team.
- 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.

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.
- Regularly monitor sites to encourage responsible camping.
- Regularly monitor other areas frequently used to engage with those freedom camping to be responsible campers.
- Gather information and data in relation to contacts made.
- Accurately record and maintain data registers for evaluation purposes.

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.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

Personal Key Results

- Demonstrate commitment to organisational values through behavior 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 employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and

hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- Reporting any risks and/or hazards you become aware of in the workplace;
- Observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, 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.

Essential Skills, Knowledge and Experience

- A full driver licence, a person with a restricted licence may be considered.
- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organisation. A key part of this role will be building rapport with visitors so the ability to show empathy and compassion and demonstrate personal resilience when interacting with customers in challenging circumstances is essential.
- Effective time management skills and ability to work effectively across a wide geographical area without direct supervision.
- Work collaboratively as an effective team member.
- Ability to effectively manage multiple tasks and changing work priorities.
- Local knowledge of the Kapiti District.
- Confidence and experience using technology effectively.
- Demonstrated ability to maintain a professional image and represent the Council in a professional manner at all times.
- Demonstrated ability and willingness to work a range of hours over any seven days of the week.

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, Emergency Management and Business Continuity Duties

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

Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

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.