

ROLE DESCRIPTION
July 2022

Title & Reporting Relationships

Position Title: RMA Compliance Officer, Te Āpiha Tautuku Ture Whakahaere Rawa, Resource Consents and Compliance Team, Regulatory services Group

Grade: SP 14 -16*
**appointment will be made pending skills, experience and the organisational needs at the time*

Reports to: Development Control Team Leader

Direct Reports: Nil

Purpose of Position **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.

Our ‘why’ is to protect and enhance all that Kāpiti has to offer, to ensure safe and healthy communities and thriving environments.

The Development Control team is responsible for monitoring and ensuring compliance with the requirements of the RMA and the District Plan. Compliance Officers provide a front-line service which investigates possible breaches of the rules and standards of the District Plan and the RMA. They proactively monitor land use consent approvals for compliance with conditions and approved plans, and where appropriate investigate and advise on compliance with subdivision consents. Key to their success in their role is effective implementation of the RMA Compliance Strategy which includes the full range of options from education through to enforcement.

The RMA Compliance Officer role supports the Group Manager, Regulatory Services with the ‘Caring, Dynamic and Effective’ customer service ethos and the Group’s 5 C’s strategic direction.

Indirect Reports: Relevant staff on an ‘as required’ project basis

Internal Contacts:

- Development Control Team Leader

- Resource Consents and Compliance Manager
- Resource Consents Planners
- Resource Consents Project Officers
- Other staff of the Regulatory Services Group
- Communications staff
- Other staff within the Council

External Contacts:

- Members of the Community
- Greater Wellington Regional Council
- Builders, Developers and their representatives
- Industrial and Commercial Operators
- Tāngata whenua
- New Zealand Fire Service
- New Zealand Police
- Media
- Waste Management Contractors
- Business, Educational, Professional, Community and Environmental Groups
- Department of Conservation
- Legal Advisors
- 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.

Functional Key Results

The role of RMA Compliance Officer is a position within the Development Control team. It is expected that tenure in this position will focus on consolidating and furthering experience as required. This position will provide support and assistance to other team members and will undertake on the job training and coaching to assist with skill development and building experience for progression.

Technical

- Assist in reviewing and developing monitoring strategies, policies, standards, guidelines and the fee structure where opportunities exist for cost recovery, in relations to RMA compliance monitoring and enforcement.
- Seek professional advice in situations where there is significant exposure by Council to potential litigation on compliance, monitoring and enforcement issues.
- Liaise with other compliance and/or consent’s officers as well as other Council teams (i.e. Roding, Building, Parks and Reserves) and external agencies (i.e. Greater

Wellington Regional Council) to coordinate responses to transgressor(s) and complainant(s) where necessary.

- 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.

Administration

- Manage day to day work output and timeframes.
- Compile and maintain accurate statistical data to assist in the monitoring of the state of the local environment in order to meet Council's requirement under Section 35 of the Resource Management Act 1991.
- Maintain accurate records in relation to the Council's service request system.
- Ensure availability to take part in the after-hours on call roster and respond to after-hours environmental protection call-outs as required.

Legislative Compliance

- Decide on appropriate compliance expectations with emphasis on encouraging transgressor(s) or consent holder(s) to voluntarily resolve the situation.
- Convey clear expectations on compliance to consent/permit holder(s).
- Compile and maintain accurate and factual information on complaints for administrative and possible compliance/enforcement action.
- Make decision and take actions in accordance with Councils Enforcement Policy.
- Where compliance expectations are not met, initiate appropriate enforcement action and assist Council's solicitors in the preparation of relevant documents.
- Represent the Council at subsequent court hearings.
- 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.

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.

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.

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 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 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

- Preferably proven work experience in RMA compliance/enforcement.
- Demonstrated ability to perform tasks of a physical nature to ensure safe performance of duties such as outdoor inspections on various sites.
- Hold a current and valid New Zealand Driver Licence.

- Experience working in a team environment and ability to work unsupervised as required.
- Demonstrated knowledge and understanding of legislation relevant to the role and the implications of such legislation on the Council and the Community.
- Knowledge, understanding and awareness of Māori issues and perspectives.
- Ability to write concise, accurate reports within required time frames.
- Demonstrated PC literacy and ability to use common software packages.
- Excellent communication skills to enable effective and appropriate communication with people in situations that may be stressful to them.
- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a broad range of people within and outside the organisation.
- Demonstrated good interpersonal skills and ability to work with a wide range of diverse people and situations.
- Strong organisational and time management skills with demonstrated ability to prioritise own work and work effectively to deadlines.

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.