

ROLE DESCRIPTION
May 2022

Title & Reporting Relationships

Position Title: **Planning Technical Support Officer, Resource Consents and Compliance Team, Regulatory Services Group**

Grade: SP 12-13* *appointment will be made pending skills, experience and knowledge and the Council's needs at the time*

Reports to: Resource Consents Team Leader

Direct Reports: Nil.

Delegated Authority **Financial:** This position holds a financial delegation of \$750. The position holder is authorised to enter into any contracts in relation to the duties of the position up to this specified limit for any one contract.

Purpose of the Group and the Position: **The Regulatory Services Group** is made up from: Environmental Standards; Resource Consents and Compliance and Building. The teams work collaboratively to ensure effective planning, organisation, management and leadership for 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.

The Resource Consents and Compliance team is responsible for regulatory aspects of the Resource Management Act 1991 and the team's principal role is processing resource consent applications on behalf of Council. Within this team the Planning Technical Support Officer role will provide a full range of administration and technical support related to the processing of resource consents approvals, LIM's, district planning checks, hearings, pre-application and business start-up meetings and associated financial processes.

Indirect Reports: From time to time there may be a requirement to manage/coordinate day to day work flow activities for other administration activities associated with the Resource Consents team's workload.

Internal Contacts:

- Resource Consents Team Leader
- Resource Consents and Compliance Manager
- Planners
- Cross Council project teams
- Staff from other Council teams
- Other Resource Consents and Compliance team members
- Group Manager Regulatory Services
- Other staff of the Regulatory Services Group
- Staff from across other Council teams including Customer Services and Finance

External Contacts:

- Business, educational, professional and community groups
- Regional Councils
- Staff in other local authorities and government and non-government agencies
- Tāngata whenua
- Developer and local environmental groups
- Residents, ratepayers and community groups
- Consultants/contractors providing services to Council
- Members of the community, ratepayers
- Builders, Developers and Architects
- Consultant Planners and Consultant Advisers
- Business, Education, Professional and Community Groups
- Solicitors
- Other stakeholder

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**Technical**

- Assist with ensuring system procedures and protocols operate effectively to ensure all documentation is up to date, accessible and accurate. Where necessary assist with implementing new system procedures and protocols as per Councils continuous improvement process.
- Work with Records Management staff to ensure best practice and ensure that all correspondence and documents are appropriately filed.
- Provide administration for and preparation of Minutes, Agendas and Reports for meetings as required. This will also include organising meeting times, arranging venues, catering, and distribution of agenda documents.
- Coordinate pre-application and business start-up meetings to ensure that they are scheduled and run efficiently and minutes are accurately recorded and distributed within a timely manner.
- Source and establish a record of articles, reports and other associated public information as required by the team managers.
- Draft letters and responses (under the guidance of the Manager) to correspondence as required including LGOIMA requests.
- Update and maintain the pre-hearing meeting schedules.
- Ensure efficient and timely administration of payments to contractors including checking, recording and processing invoices against contractual arrangements for Manager signoff.
- Liaise with Finance staff to ensure compliance and correct recording and charging of staff and contractor hours against contracts.
- Administer time sheeting system.
- Draft disbursement claims ready for final check and approved by Manager.
- Administer, edit and monitor web pages to ensure that content is up to date and accurate.
- Assist with the production of publicity and communication material related to the Resource Consents team.
- Assist with the organising of public workshops and stakeholder events and provide on-site support as required.
- Manage document sourcing and retrieval of relevant Council files from Archives.
- Process resource consents approvals, LIM's and district planning checks at the Resource Consents Team Leader's discretion. Providing professional advice to external and internal customers when undertaking Duty Planner rostered responsibilities.

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.

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

- Demonstrated general level of understanding and knowledge of ramifications and impact of legislation interpretation in particular the Resource Management Act 1991.
- Project management skills including budget, time and task reporting, financial forecasting and financial reporting.
- Demonstrated effective interpersonal skills with a commitment to customer service and capability for working with a wide range of people within and outside the organisation.
- Demonstrated ability to gain and maintain professional credibility, confidence and respect among wide range of District agencies, community groups, and council staff.
- Proven high level of computer literacy and efficient and effective use of the Microsoft Office suite of applications.
- Demonstrated effective communication skills, both oral and written.
- Ability to effectively meet deadlines.
- Ability to work with attention to detail.
- Strong organisational and time management skills with demonstrated ability to prioritise own work and work effectively unsupervised and collaboratively as part of a wider team.
- Demonstrated experience developing filing systems and associated information retrieval processes.
- High level skill and familiarity with common software packages i.e.: Microsoft Office suite and ability to learn new systems and processes.
- Demonstrated ability and willingness to work flexible working hours due to the nature of meetings which may be scheduled outside of normal working hours.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Holder of a current and valid NZ Drivers' license

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.