

JOB DESCRIPTION



Title: Regulatory Services Team Leader

Reports to: Senior Manager Operations

Location: 96 West End, Kaikōura

Date: 31/01/2023

Reports (may vary, including seasonally)

- **Regulatory Administration Officer**
- **Regulatory Enforcement Officer (part time) x 2**
- **Freedom Camping Ambassador (part time) x 2**

Position Purpose:

Responsible for the pursuit of regulatory compliance in respect of resource consent conditions, animal control, parking, liquor licencing, food health, freedom camping, noise, territorial authority building functions and other general inspection and enforcement duties.

This role is responsible for the supervision of a regulatory administrator and a number of part time, limited term or contract staff but will also provide 'hands on' delivery of enforcement functions, providing (in conjunction with others) on-site responses to customer issues, including being part of a roster for responses to issues outside of normal office hours.

Areas of Responsibility:

Area of responsibility for this position are identified in the following table. Key deliverables / expected results will be agreed with the Chief Executive Officer or their delegate.

Animal Control	<ul style="list-style-type: none">• Manage and where required deliver dog and animal control functions including overseeing annual dog registration processes and providing on-site responses to requests for service.• Be part of a roster of staff for delivery of urgent responses outside of normal office hours.
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Noise Control	<ul style="list-style-type: none"> Oversee and where necessary provide responses to issues of excessive noise.
Parking and Freedom Camping Enforcement	<ul style="list-style-type: none"> Oversee enforcement of provisions of Council's traffic and freedom camping bylaws.
Liquor Licencing and Food Safety	<ul style="list-style-type: none"> Oversee liquor licencing and food safety regulation activities undertaken by contractor Food and Health Ltd.
Resource Consent Compliance	<ul style="list-style-type: none"> Monitor compliance with and where necessary enforce conditions of resource consents issued by Council.
Territorial Authority Building Functions	<ul style="list-style-type: none"> Oversee processes for compliance schedule and building warrants of fitness, swimming pool inspections and responses to illegal building work.
Reporting	<ul style="list-style-type: none"> Prepare monthly reports on relevant regulatory issues for presentation to the Senior Manager Operations and Council Attend meeting of Council and other bodies as required
Policy and Process	<ul style="list-style-type: none"> Support other Council staff in the development, review and updating of relevant bylaws, policy, strategy and management plans and processes
Staff Management	<ul style="list-style-type: none"> Supervise and manage reporting staff, including arranging appropriate training and conducting performance reviews
Health & Safety	<ul style="list-style-type: none"> Ensure staff and contractor compliance with Health and Safety legislation and that there is continuous improvement in health and safety Monitor and audit staff and contractor performance in the maintenance of a safe work environment Support the implementation of KDC health and safety systems.
Financial	<ul style="list-style-type: none"> Plan and manage budgets for relevant activities Monitor, forecast and report on expenditure against budget for each activity
Delegations	<ul style="list-style-type: none"> Delegated authority as per Delegations Manual and Procurement Policy.

Key Relationships:

Internal

- Elected Members
- CEO and Executive Team
- Strategy, Policy and District Plan Manager

External

- Public
- Contractors
- Other Councils
- Professional bodies.

Person Specification:

Skills & Experience	Essential	Desirable
Experience in a customer facing role or other position with substantial customer contact	✓	
Strong interpersonal skills with good experience and ability in managing conflict situations, able to be firm where required	✓	
Ability to learn, understand and apply rules, regulations and legislation	✓	
Sound written and verbal communication skills including the ability to prepare reports and letters.	✓	
Proven financial experience with management of allocated budgets.		✓
Sound basic computer skills including capability in Microsoft Word	✓	
Experience in a supervisory role		✓
Experience working in a regulatory enforcement role or in an activity subject to extensive regulation	✓	

Required Competencies:

Deciding and Initiating Action	<ul style="list-style-type: none"> • Takes responsibility for actions, projects and people • Takes initiative and works under own direction • Confidently makes quick, clear decisions which may include tough choices or considered risks • Aware of limitations of knowledge, and willing to seek appropriate assistance when necessary. • Initiates and generates activity and introduces changes into work processes
Working with People	<ul style="list-style-type: none"> • Shows respect for the views and contributions of other team members • Shows empathy; listens, supports and cares for others • Consults others and shares information and expertise with them.
Presenting and Communicating Information	<ul style="list-style-type: none"> • Speaks fluently; expresses opinions, information and key points of an argument clearly, even in tense situations • Responds to the needs of an audience and to their reactions and feedback.
Writing and Reporting	<ul style="list-style-type: none"> • Writes convincingly; clearly, succinctly and correctly • Avoids the unnecessary use of jargon or complicated language • Structures information to meet the needs and understanding of the intended audience.
Applying Expertise	<ul style="list-style-type: none"> • Develops job knowledge and expertise (theoretical and practical) through continual professional development.

Delivering Results and Meeting Customer Expectations	<ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Consistently achieves project goals.
Delivering Regulatory Compliance	<ul style="list-style-type: none"> • Develops effective strategy for delivery of regulatory compliance based on the principles of engagement, education, enabling and enforcement. • Implements strategy in a consistent manner that supports regulatory objectives and protects Council
Adapting and Responding to Change	<ul style="list-style-type: none"> • Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows an interest in new experiences.
Persuading and Influencing	<ul style="list-style-type: none"> • Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one's impression on others
Learning and Researching	<ul style="list-style-type: none"> • Rapidly learns new tasks and commits information to memory quickly; demonstrates an immediate understanding of newly presented information; gathers comprehensive information to support decision making; encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback).
Planning and Organising	<ul style="list-style-type: none"> • Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.
Leading and Supervising	<ul style="list-style-type: none"> • Provides others with a clear direction; motivates and empowers others; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.
Relating and Networking	<ul style="list-style-type: none"> • Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.

Adhering to Principles and Values	<ul style="list-style-type: none"> Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, encourages organisational and individual responsibility towards the community and the environment.
Following Instructions and Procedures	<ul style="list-style-type: none"> Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role
Coping with Pressures and Setbacks	<ul style="list-style-type: none"> Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life

Formal Qualification	Essential
A current, clean and full NZ car drivers licence	√
Possess a satisfactory Police Record	√

General:

As an employee of the Council you are required to:

- Be associated as required with Civil Defence Emergency Management or any exercise that might be organised in relation to this Council function.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy and abiding by Council Policy.
- Respond to the changing needs of Council, performing other tasks as reasonably required.
- To ensure that Tikanga Maori and the Treaty of Waitangi is given proper consideration in all activities.
- Be responsible for providing a safe work environment, implementing KDC health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety.