



Title: Regulatory Services Team Leader

Reports to: Community and Resilience Manager

Direct Reports: Regulatory Administration Officer, Regulatory Enforcement Officer, Regulatory Services Cadet – Alcohol Licensing and Compliance, and seasonal, limited term or contractor resources as required.

Location: 96 West End, Kaikoura

Date: August 2026

Position Purpose:

- To coordinate the day-to-day delivery of Council’s regulatory services and support the Community and Resilience Manager to achieve consistent, fair and effective regulatory compliance outcomes.
- To provide operational supervision and guidance to regulatory staff, contractors and seasonal resources, including allocation of work, monitoring service levels, supporting training and ensuring quality customer-focused responses.
- To undertake hands-on regulatory compliance, inspection and enforcement work across areas such as animal control, parking, freedom camping, noise, liquor licensing, food safety, resource consent compliance and territorial authority building compliance functions.
- To contribute to regulatory reporting, process improvement and policy implementation, while escalating complex, sensitive or high-risk matters to the Community and Resilience Manager.

Areas of Responsibility:

These tasks are not recorded in order of importance. Key deliverables / expected results will be agreed with the incumbent’s Manager and may be adjusted from time to time as determined by the Chief Executive Officer or changing business requirements.

Regulatory Services	• Coordinate day-to-day regulatory compliance activities using an approach based on engagement, education, enabling and enforcement. • Support delivery of regulatory functions including animal control, noise control, parking and freedom
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	camping enforcement, liquor licencing, food safety, resource consent compliance and territorial authority building compliance functions. • Enforcing Councils local bylaws, overseeing the monitoring of bylaws and enforcement of non-compliance • Support the environmental health, liquor licensing and food safety team as and when required • Provide practical, timely and legally sound responses to customer requests, complaints and compliance matters, including on-site and after-hours responses where required. • Support oversight of contractors and specialist providers delivering regulatory services on Council's behalf, escalating performance or risk issues to the Manager. • Territorial Authority's Building Act compliance and enforcement functions in conjunction with the Building Team. This includes overseeing the maintenance of the residential swimming pool register and inspection programme, investigating complaints and suspected unauthorised or non-compliant building work, undertaking compliance inspections, issuing and following up notices to fix, and supporting enforcement relating to building warrants of fitness and dangerous, affected or insanitary buildings. The role ensures accurate records are maintained and that non-compliance is resolved through fair, consistent and legally robust action
Regulatory Reporting, Policy and Process	• Prepare and contribute to operational reports on regulatory matters for review by the Community and Resilience Manager. • Assist with the development, review and updating of relevant bylaws, policies, strategies, management plans and operational processes.

	• Monitor workloads, service requests, compliance trends and recurring issues to support planning, continuous improvement and decision-making.
Animal Control	• Coordinate and, where required, deliver dog and animal control functions including annual dog registration processes, requests for service and education-focused compliance activity. • Participate in rostered urgent or after-hours animal control responses as required.
Parking, Freedom Camping and Noise Control	• Coordinate and support enforcement of Council's traffic, parking, freedom camping and noise control requirements. • Ensure responses are timely, proportionate, well documented and aligned with Council policy and relevant legislation.
Team Leadership	• Provide day-to-day direction, support and guidance to regulatory staff, contractors and seasonal resources. • Allocate work, monitor workloads and service levels, and support a positive, high-performing and customer-focused team culture. • Identify training needs and support staff development, escalating formal performance matters to the Community and Resilience Manager.
Resource Consent, Food, Alcohol and Building Compliance	• Support monitoring and enforcement of resource consent conditions issued by Council. • Coordinate regulatory administration and operational support for liquor licencing, food safety and territorial authority building compliance functions. • Work with contractors, specialist providers and internal staff to ensure matters are progressed appropriately.
Health & Safety	• Responsible for providing a safe work environment, implementing KDC

	health & safety systems, encouraging employee participation & striving for continuous improvement in health and safety.
Delegations	Delegated authority as per Delegations Manual and Procurement Policy.

Key Relationships:

Internal

- Community and Resilience Manager
- Elected Members
- CEO
- Leadership Team
- Council Staff

External

- Community and Community organisations
- Local Runanga
- Government agencies
- Visitors
- Regulatory contractors, consultants, professional bodies and enforcement agencies
- Other Councils

Person Specifications:

Skills & Experience	Essential	Desirable
Relevant tertiary qualification, regulatory qualification or equivalent practical experience		✓
Experience working in regulatory compliance, enforcement, inspections, local government or a comparable customer-facing compliance environment	✓	
Experience providing guidance, coordination or informal supervision to staff, contractors or operational teams	✓	
Sound ability to interpret and apply legislation, bylaws, policies, delegations and operational procedures	✓	
A high level of planning and organisational skill	✓	
Strong interpersonal skills with confidence managing difficult		✓

conversations, complaints and conflict situations		
Ability to interact with systems and networks outside the Council	✓	
Sound written and verbal communication skills, including the ability to prepare clear records, correspondence and operational reports		✓
Advanced knowledge of MS Office suite, familiarity with a CRM programme		✓
Full, clean NZ Drivers' License	ü	
Experience working in a regulatory enforcement role or in an activity subject to extensive regulation	ü	
Ability to learn, understand and apply rules, regulations and legislation, with strong interpersonal skills for managing conflict situations	ü	

Required Competencies:

Leading and Supervising	Provides others with a clear direction; motivates and empowers others; recruits staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.
Relating and Networking	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.
Presenting and Communicating Information	Speaks fluently; expresses opinions, information and key points of an argument clearly; makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
Writing and Reporting	Writes convincingly; writes clearly, succinctly and correctly; avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience
Planning and Organising	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.
Delivering Results and Meeting Customer Expectations	Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.
Adapting and Responding to Change	Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

Delivering Regulatory Compliance	Develops and implements effective regulatory compliance approaches based on engagement, education, enabling and enforcement; applies legislation, bylaws, delegations and procedures consistently; protects Council interests while delivering fair, proportionate and customer-aware outcomes.
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Kaikōura District Council Vision and Values:

One Team – delivering excellent customer experience.

Our four pillars:



General:

As an employee of the Council you are required to:

- Be associated as required with CDEM or any exercise that might be organised in relation to the 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 Māori 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.