

# Parking and Responsible Freedom Camping Ambassador



**Mackenzie**  
DISTRICT COUNCIL

## Position Brief

### Position Brief

<b>Position:</b>	Parking and Responsible Freedom Camping Ambassador
<b>Incumbent:</b>	<b>TBC (insert name once appointed)</b>
<b>Reports to:</b>	Team Leader Monitoring and Compliance
<b>Location:</b>	Twizel
<b>Department:</b>	Operations and Regulatory Services
<b>Business Unit:</b>	Monitoring and Compliance
<b>Role Family:</b>	Administration / Customer Services / Support roles

<b>Customer Relationships:</b>	<b>Who:</b>
➤ <b>External</b>	<ul style="list-style-type: none"> <li>➤ Ratepayers, residents and visitors</li> <li>➤ Applicants</li> <li>➤ Businesses</li> <li>➤ Builders, ratepayers and the general public</li> <li>➤ Auditors</li> <li>➤ Government agencies, including Police</li> <li>➤ Iwi, Papatipu Rūnanga, takata whenua / mana whenua</li> <li>➤ Government Agencies and other local authorities</li> <li>➤ Key Stakeholders</li> <li>➤ SPCA</li> <li>➤ Local Veterinarians</li> </ul>
➤ <b>Internal</b>	<ul style="list-style-type: none"> <li>➤ General Manager Operations and Regulatory</li> <li>➤ Senior Regulatory and Compliance Officer</li> <li>➤ Other Mackenzie District Council employees and teams</li> </ul>

### Position Contribution:

The Parking and Responsible Freedom Camping Ambassador' role involves education and enforcement of the newly implemented parking bylaw and interacting with freedom campers, educating them about rules, for example where

it is permissible to camp and where it is prohibited. Other matters include education and enforcement as it relates to self-containment regulations and dealing with issues like littering and giving advice on local facilities and attractions.

Where there are clear breaches of parking or camping regulations, and education is inappropriate, the ambassador's role is to take the necessary enforcement action.

The Mackenzie District Council is focused on the delivery of best practise, customer concentric, innovation, collaboration and embracing kaitiaki principals in all that it does.

<b>Scope:</b>	<b>Dimensions:</b>
<b>Delegated levels of authority</b>	Nil
<b>Span of Control</b>	Nil

<b>Expected Outcomes:</b>	<b>Primary Areas of Responsibilities / Measures:</b>
<b>Regulatory and Compliance</b>	<ul style="list-style-type: none"> <li>• Education about Freedom Camping rules including:</li> <li>• where they're allowed to camp, how long they can camp at particular sites and what local facilities are available.</li> <li>• Issuing fines to freedom campers who do not adhere to rules.</li> <li>• Dealing with issues such as littering and non-compliance</li> <li>• Carrying out Parking enforcement activities within scheduled parking enforcement areas.</li> <li>• Education about parking rules including where people can park, length of time, nature of fines etc.</li> <li>• Problem solving and resolving issues with Freedom Campers and Parking.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Provide advice to members of the public to ensure compliance with core legislation.</li> <li>• Take accountability for maintaining working relationships with key stakeholders and other enforcement agencies, developed to ensure business objectives are delivered.</li> <li>• Support development of an organisational culture that reflects the Mackenzie District Council values and core behaviours.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Conduct all activities in accordance with the Mackenzie District Council health and safety policy, plan and procedures and comply with the Health and Safety at Work Act (2015), Regulations 2016 and any amendments.</li> <li>• Ensure compliance with the requirements of the Motor Vehicle Policy.</li> </ul>

	<ul style="list-style-type: none"> <li>• Lead and advocate for relevant health and safety initiatives relevant to the Compliance and Regulatory Branch of the Mackenzie District Council.</li> <li>• Initiate and promote safe operating procedure and training to the Compliance and Regulatory Branch of the Mackenzie District Council.</li> <li>• Actively participate in the hazard identification and risk management process and report all accidents, incidents and near misses in a timely manner.</li> <li>• Raise any health and safety related issues or areas of concern with manager or Health, Safety and Wellbeing representative as soon as possible.</li> <li>• Engage in any Health, Safety and Wellbeing related training and complete all applicable course work.</li> <li>• Comply with all client site requirements.</li> </ul>
<b>Mackenzie District Council Policies, Procedures, Processes and Guidelines</b>	<ul style="list-style-type: none"> <li>• Understand, be familiar with and comply with all Council policies and procedures.</li> </ul>
<b>Self-Development / Ongoing / Professional Learning and Development</b>	<ul style="list-style-type: none"> <li>• Actively seek out training opportunities to enhance professional knowledge of compliance, regulatory and enforcement.</li> <li>• Build and maintain professional knowledge of best practice.</li> <li>• Demonstrate a rudimentary understanding of budgets and role in financial decision-making processes.</li> <li>• Innovate and propose solution-based approaches to compliance problems, applying an understanding of factors influencing this approach.</li> <li>• Be a willing and active participant in Mackenzie District Council's emergency management activities and responsibilities.</li> </ul>
<b>Emergency Operations Centre</b>	<ul style="list-style-type: none"> <li>• To be actively involved in Civil Defence Emergency Management when required.</li> <li>• To assist or fulfil a role within the EOC as required.</li> </ul>
<b>Confidentiality and Record Keeping</b>	<ul style="list-style-type: none"> <li>• Ensure that all records are saved to the EDRMS.</li> <li>• Ensure that any confidential information that may be acquired, either directly or indirectly, is tagged and classified correctly, and is to be treated appropriately.</li> </ul>

*The key responsibilities described in this document should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of this position. Key responsibilities may be amended from time-to-time following consultation.*

*The position holder may also be required to perform duties outside of their normal responsibilities as and when required.*

### **Attributes critical to the position:**

- Conflict resolution.
- Mature outlook.
- Trustworthy with a clean police record.
- Well-spoken with an ability to communicate with different nationalities.
- Professionalism.
- Reliable.
- Basic ability to learn and use software systems e.g. Microsoft Office etc.

### **Our Values and Why They're Important To Us:**

#### **INTEGRITY:**

Integrity is essential in local government because it is the cornerstone to build and maintain trust and confidence in public organisations, safeguard the public interest and promote high standards of behaviour.

#### **COMMUNITY FOCUSED:**

We believe in being community-focused as this is essential for ensuring that the needs and desires of the community are heard and addressed, building trust and collaboration between the community and local government, promoting economic development, and improving the quality of life for all citizens. We do this by providing better service delivery for higher community satisfaction, and increasing trust in government.

#### **COLLABORATIVE:**

Collaboration is important to us at the Mackenzie District Council as it leads to increased productivity, better problem-solving, and improved employee satisfaction. We work with key stakeholders to build trust and develop relationships that lead us to solutions that will leverage the strengths of our Treaty partners and stakeholders.

#### **RESPONSIVE:**

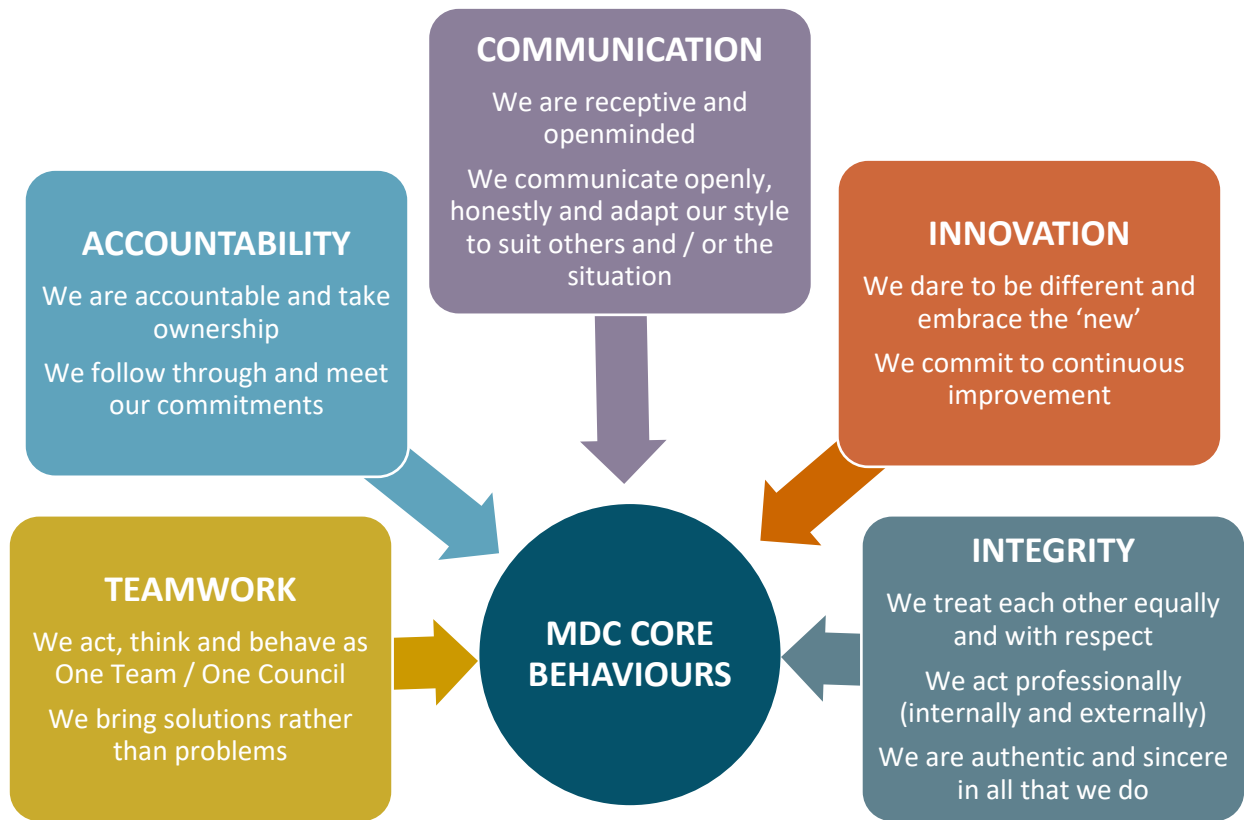
Agility is important to us because it will enable our communities to adapt to changing circumstances and respond quickly to new opportunities.

- **Faster response times:** Ability to respond more quickly to changes in the market, customer needs, and technology. This allows us to stay ahead of the competition and take advantage of new opportunities.
- **Improved innovation:** Agility fosters a culture of learning and systems thinking.
- **Better customer satisfaction:** Delivery of products and services that meet or exceed customer expectations, and higher levels of satisfaction.
- **Increased efficiency:** Optimise processes and resources, reducing waste and increasing efficiency.
- **Greater resilience:** Better equipped to handle unexpected challenges and disruptions, such as natural disasters, cyberattacks, or economic downturns.

#### **FORWARD LOOKING:**

Be forward looking taking a long term view allows us to anticipate future needs, manage resources effectively, and promote sustainable development for future generations. It also helps to address complex challenges such as climate change, growth. Ensure that we consider the long-term consequences and impacts of threats and opportunities, integrated proactive solutions can be developed.

**Our Core Behaviours – Expected of all our Employees (Linked to our Values):**



**Job Family specific Behaviours:**

<p><b>Achieving Results</b></p>	<p>Sets challenging goals for one self that assist with professional and personal development and growth, understands performance expectations, effectively manages own time and resources to ensure tasks and responsibilities are completed effectively, efficiently, safely and to a high standard.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Sets performance standards and goals.</li> <li>• Prioritises</li> <li>• Ensures high quality output.</li> <li>• Delivers</li> <li>• Leverages resources</li> <li>• Celebrates successes and achievements</li> </ul>
<p><b>Customer Focus</b></p>	<p>Understands the customers of MDC and effectively meeting their needs, builds productive customer relationships and takes responsibility for customer satisfaction.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Establishes effective relationships.</li> <li>• Clarifies the situation.</li> <li>• Takes action.</li> <li>• Ensure customer satisfaction (win / win = public value)</li> <li>• Meets the needs of MDC</li> </ul>

<b>Commercial Decision Making</b>	<p>Demonstrates a strong understanding of MDC’s strategic goals / vision / values, business strategies, operations and functions; draws from experience and utilises industry information; recognises when further investigation is needed before decisions are made.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Applies commercial understanding to maximise results and MDC reputation.</li> <li>• Understands all aspects and functions of MDC.</li> <li>• Understands Local Government</li> <li>• Makes decisions strategically ensuring the impact is considered.</li> <li>• Identify opportunities for the growth of MDC / District and it’s communities</li> </ul>
<b>Knowledge and Information sharing</b>	<p>Actively shares and contributes own knowledge, skills and expertise to develop the knowledge, skills and expertise of others.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Identifies opportunities to share knowledge with others.</li> <li>• Ensures understanding.</li> <li>• Offers feedback.</li> <li>• Encourages application of information and knowledge shared</li> </ul>
<b>Ongoing Learning and Development</b>	<p>Actively identifies new areas for learning needs to stay up to date and leading edge in area of expertise; regularly creates and takes advantage of learning opportunities; uses newly gained knowledge and skill son the job and learning through their application.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Targets learning and development needs.</li> <li>• Seeks learning and / or development activities.</li> <li>• Maximises learning.</li> <li>• Applies knowledge, skills or expertise.</li> <li>• Openness to change and challenge</li> </ul>
<b>Teamwork</b>	<p>Identifies opportunities and takes action to build operational and strategic relationships between own area and other areas, teams, business units, or organisations to help achieve both business goals and Council goals.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Identifies collaborative opportunities.</li> <li>• Establishes relationships.</li> <li>• Formulates action plans.</li> <li>• Considers the impact of ones actions.</li> <li>• Monitors relationships and progress</li> </ul>
<b>Effective and Successful Communication</b>	<p>Recognises one’s role in MDC’s communication; clearly and succinctly conveys information and ideas to individuals and Council, communicates in a focused, appropriate and effective manner.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Takes initiative to share information.</li> <li>• Communicates appropriately.</li> </ul>

- |  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>• Listens to and comprehends communication from others.</li><li>• Delivers clear messages.</li><li>• Communicates in an open, honest and professional manner.</li><li>• Ensures understanding.</li><li>• Follows up</li></ul> |
|--|---|

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

\_\_\_\_\_  
Position holder signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Line Manager Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Line Manager Signature

\_\_\_\_\_  
Date