

# Regulatory and Compliance Officer



**Mackenzie**  
DISTRICT COUNCIL

## Position Description

### Position Description

<b>Position:</b>	Regulatory and Compliance Officer
<b>Incumbent:</b>	TBC
<b>Reports to:</b>	Building Control and Regulatory Manager
<b>Location:</b>	Fairlie
<b>Department:</b>	Operations and Regulatory Services
<b>Business Unit:</b>	Regulatory
<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>➤ Executive Team members</li> <li>➤ Senior Leadership Team members</li> <li>➤ Planning and Operations Team</li> <li>➤ Manager Customer Services</li> <li>➤ Customer Services Team</li> <li>➤ Other Administrative Support Officers (for providing support and coverage)</li> <li>➤ Other Mackenzie District Council employees and teams</li> </ul>

**Position Contribution:**

The Regulatory and Compliance Officer is primarily responsible for administering, investigating complaints related to Councils regulatory responsibilities under relevant bylaws and Acts, including responding to animal and noise compliance issues within the Mackenzie District.

The role seeks to maximise compliance from the adverse effects of issues covered by our obligations such as health, camping, animals, littering, and noise, whilst promoting public safety under relevant legislation and bylaws.

The Regulatory and Compliance Officer is also responsible for providing efficient and professional administrative services to internal and external clients to ensure that the Mackenzie District Council meets its obligations in terms of administering the Responsible Camping, litter, parking, dog, health and other associated statutes.

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>	Refer to the delegations manual
<b>Span of Control</b>	NIL

<b>Expected Outcomes:</b>	<b>Primary Areas of Responsibilities / Measures:</b>
<b>Regulatory</b>	<ul style="list-style-type: none"><li>• Exercise statutory powers as an authorised officer under relevant legislation including the Dog Control Act 1996, Impounding Act 1955, Litter Act 1979, and Health Act 1956.</li><li>• Determine appropriate enforcement responses in accordance with Council policy and procedures.</li><li>• Issue infringement notices, excessive noise directions and other statutory notices when required.</li><li>• Seize and impound animals or property when appropriate and legally authorised.</li><li>• Educate the public to encourage voluntary compliance before enforcement action is escalated.</li></ul>
<b>Animal and Stock Control</b>	<ul style="list-style-type: none"><li>• Respond to complaints regarding wandering, dangerous, or attacking dogs or stock.</li><li>• Impound animals as required and ensure their care meets welfare standards.</li><li>• Gather evidence (statements, photographs, incident reports, witness statements) to evidential standard.</li><li>• Provide</li><li>• Promote responsible dog ownership within the district.</li></ul>
<b>Noise Control</b>	<ul style="list-style-type: none"><li>• Attend and investigate noise complaints.</li><li>• Assess whether noise is excessive under legislative requirements.</li><li>• Issue excessive noise directions where appropriate.</li></ul>

	<ul style="list-style-type: none"> <li>• Enforce directions within statutory timeframes, including seizure (with Police assistance if required).</li> </ul>
<b>Responsible Camping and Parking</b>	<ul style="list-style-type: none"> <li>• Educate the public on freedom camping and parking requirements.</li> <li>• Issue infringements where non-compliance occurs.</li> <li>• Undertake scheduled monitoring activities.</li> <li>• Resolve issues in a professional and proportionate manner.</li> </ul>
<b>Littering and Illegal Dumping Enforcement</b>	<ul style="list-style-type: none"> <li>• Investigate littering and illegal dumping and exercise powers under the Litter Act 1979.</li> <li>• Gather evidence, identify responsible parties and determine appropriate enforcement action in line with Council policy.</li> <li>• Issue infringements or initiate prosecution where required.</li> <li>• Liaise with contractors to ensure timely removal of dumped material.</li> <li>• Promote education to support compliance and reduce repeat offending.</li> </ul>
<b>Support for other teams</b>	<ul style="list-style-type: none"> <li>• Work as a member of the team that provides high quality outcomes across all departments, including all business units within the Mackenzie District Council.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Build highly effective relationships, 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> <li>• Liaise with relevant stakeholders to identify and fulfil needs.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure that all activities undertaken are in accordance with the Mackenzie District Council Health and Safety Management System and related procedures.</li> <li>• Ensure compliance with responsibilities under the Health and Safety at Work Act (2015), and any amendments.</li> <li>• Ensure compliance with requirements of the Motor Vehicle Policy</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>• Ensure their own safety while at work.</li> <li>• Ensure that no action or inaction of employees or volunteers while at work, causes harm to any other person(s).</li> <li>• Ensure all personal protective clothing (and equipment) is correctly used and/or worn (as specified in procedures or instructions).</li> <li>• Ensure that they assist with hazard/risk identification and control of risks as necessary and that they report all unsafe conditions without delay.</li> <li>• Ensure health and safety policies, procedures and processes are understood and complied with at all times.</li> <li>• Ensure all accidents, incidents and near misses are reported accurately and promptly to the relevant Business Unit Manager/Supervisor and Health and Safety Officer and online through MackSafe (within 24 hours of occurrence).</li> <li>• Know how and where to obtain first aid and medical assistance.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure work areas are kept tidy to minimise the likelihood of injury to self and others.</li> <li>• Ensure health and safety issues of concern are communicated to the Manager.</li> <li>• Report/record all training and course attendances with the Health and Safety Advisor.</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>• Build and maintain professional knowledge of compliance, regulatory and enforcement.</li> <li>• Actively learn about all aspects of the Council Services to be able to provide support and cover for all areas across the district</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 fulfill 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 Laserfiche.</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.*

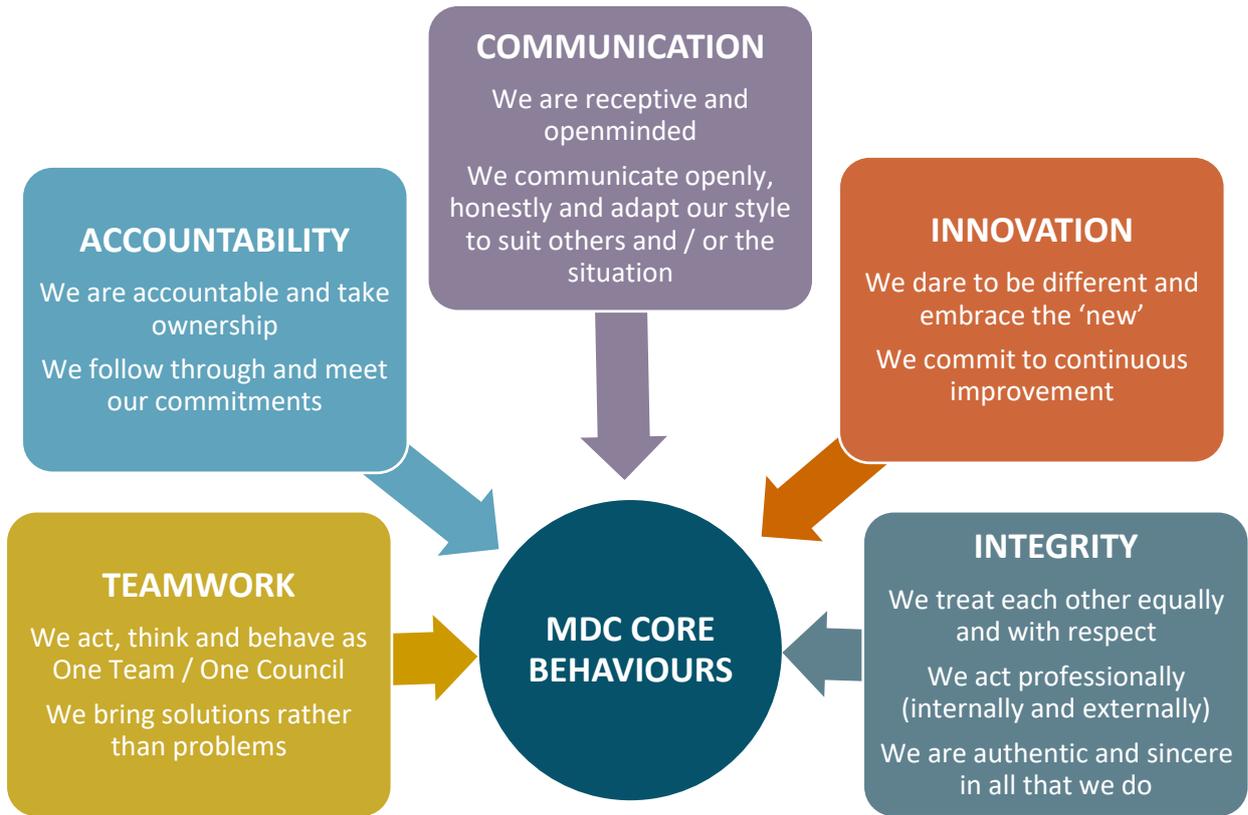
### **Qualifications, Technical Skills, Knowledge and Ability:**

- 3+ years of proven experience working in an administrative / enforcement role within a regulatory environment.
- NZ Certificate in Regulatory Compliance (Core Knowledge) (Level 3-4) or equivalent training in compliance/enforcement.
- Previous experience within a monitoring and enforcement type role preferred.
- Previous experience within animal control and animal management is required.
- Knowledge of the Dog / Freedom Camping / Noise Acts and any other relevant legislation.
- Demonstrated experience in database management and administration. Experience in using Laserfiche or a similar electronic document management system is desirable.
- Local authority knowledge / experience.
- Demonstrated experience in working within a Microsoft Office environment, a high degree of computer literacy and advanced keyboard skills.
- Ability to interact with the public in often complex and emotional situations where a high-level of emotional intelligence is required.
- Full NZ drivers license and the legal right to work in New Zealand
- Prepared to work in inclement weather and respond to rostered after-hours / on call response.
- Proven ability to manage time and workload.

**Our Values:**

	<p style="text-align: center;"><b><i>Integrity</i></b></p> <p>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.</p>
	<p style="text-align: center;"><b><i>Community Focused</i></b></p> <p>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.</p>
	<p style="text-align: center;"><b><i>Collaborative</i></b></p> <p>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.</p>
	<p style="text-align: center;"><b><i>Responsive</i></b></p> <p>Agility is important to us because it will enable our communities to adapt to changing circumstances and respond quickly to new opportunities.</p> <ul style="list-style-type: none"> <li>• <b>Faster response times:</b> 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.</li> <li>• <b>Improved innovation:</b> Agility fosters a culture of learning and systems thinking.</li> <li>• <b>Better customer satisfaction:</b> Delivery of products and services that meet or exceed customer expectations, and higher levels of satisfaction.</li> <li>• <b>Increased efficiency:</b> Optimise processes and resources, reducing waste and increasing efficiency.</li> <li>• <b>Greater resilience:</b> Better equipped to handle unexpected challenges and disruptions, such as natural disasters, cyberattacks, or economic downturns.</li> </ul>
	<p style="text-align: center;"><b><i>Forward Looking</i></b></p> <p>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.</p>

**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>

<p><b>Commercial Decision Making</b></p>	<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>
<p><b>Knowledge and Information sharing</b></p>	<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>
<p><b>Ongoing Learning and Development</b></p>	<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 skills on 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>
<p><b>Teamwork</b></p>	<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>
<p><b>Effective and Successful Communication</b></p>	<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>
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I have read and understood the above position description and accept all the above responsibilities incorporated herein.

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Position holder signature

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Date

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

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Date

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Line Manager Signature

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Date