

Resource Management Compliance Officer



Mackenzie
DISTRICT COUNCIL

Position Description

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Position:	Resource Management Compliance Officer
Incumbent:	TBC
Reports to:	Planning Manager
Location:	Twizel or Fairlie
Department:	Corporate, Commercial and Planning
Business Unit:	Planning
Role Family:	Administration / Customer Services / Support roles

Customer Relationships:	Who:
➤ External	<ul style="list-style-type: none"> ➤ Ratepayers, residents and visitors ➤ Resource Consent Holders ➤ Businesses & Developers ➤ Auditors ➤ Iwi, Papatipu Rūnanga, takata whenua / mana whenua ➤ Government Agencies and other local authorities ➤ Key Stakeholders
➤ Internal	<ul style="list-style-type: none"> ➤ Elected Members ➤ Executive Team members ➤ Senior Leadership Team members ➤ Planning Team ➤ Compliance Team (Operations) ➤ Customer Services Team ➤ Other Administrative Support Officers ➤ Other Mackenzie District Council employees and teams

Position Contribution:

The primary purpose of this role is to facilitate robust outcomes for the District, through evaluation and compliance with the District Plan, the Resource Management Act, and the monitoring of resource consent conditions.

The Resource Management Compliance Officer will be responsible for:

- Researching, investigating and implementing necessary compliance or enforcement actions to ensure positive outcomes in response to potential breaches of the District Plan or the Resource Management Act 1991 (RMA).
- Managing and investigating related public enquiries and complaints.
- Overseeing, supporting and completing monitoring activities for resource consents, including regular and ongoing assessments of consent conditions.
- Educating and informing landowners and consent holders on their requirement to comply with the District plan and consent conditions.
- Ensuring Council is keeping up to date with industry best practice methods and process improvement opportunities are identified and implemented.

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

<i>Scope:</i>	<i>Dimensions:</i>
Delegated levels of authority	Refer to the delegations manual
Span of Control	NIL

<i>Expected Outcomes:</i>	<i>Primary Areas of Responsibilities / Measures:</i>
Compliance	<ul style="list-style-type: none">• Respond to complaints and investigate compliance with District Plan and Resource Management Act requirements.• Ensure that all Service Requests and complaints are investigated, documented and responded to within expected timeframes.• Proactively research, review and investigate areas of potential non-compliance in association with the Planning Manager.• Liaise with and report back to the Planning Manager during and following investigation.• Maintaining accurate and detailed records of all monitoring and enforcement actions undertaken.• Provide reports that meet the statutory requirements of Mackenzie District Council for reporting purposes.• Liaise with landowners to achieve compliance.

	<ul style="list-style-type: none"> • Undertake mediation where required and / or provide guidance to achieve compliance. • Keep detailed records of consents monitored and follow-up if non-compliance is found. • Contribute to the creation, revision, and ongoing improvement of the Councils compliance and enforcement Policy, ensuring it aligns with current legal requirements and industry best practices.
Consent Monitoring	<ul style="list-style-type: none"> • Monitor and enforce compliance with all aspects of the District Plan as may be appropriate and investigate complaints about District Plan compliance. • Monitor, report on, seek compliance with and enforce Resource Consents as part of the consent monitoring process. • Undertake regular liaison and support the Planning Team in relation to the investigation and follow up of complaints as referred on from the monitoring activities. • Work with consent holders to ensure a good standard of compliance with consent conditions are met, including educating and informing consent holders and other stakeholders on their requirements to comply with the District Plan. • Track follow-up actions in cases of confirmed non-compliance, and review or update compliance monitoring reports accordingly
Support for the Planning and other Council teams	<ul style="list-style-type: none"> • Work collaboratively and positively with other planning team members and assist the Planning Manager with such other planning related matters or reasonable duties as required • Work as a member of the Council team that provides high quality outcomes across all departments, including all business units within the Mackenzie District Council. • Provide cover for other different business units when workload or leave cover is required.
Relationship Management	<ul style="list-style-type: none"> • Build highly effective relationships, developed to ensure business objectives are delivered. • Support development of an organisational culture that reflects the Mackenzie District Council values and core behaviours. • Liaise with relevant stakeholders to identify and fulfil needs.
Health and Safety	<ul style="list-style-type: none"> • Ensure that all activities undertaken are in accordance with the Mackenzie District Council Health and Safety Management System and related procedures.






	<ul style="list-style-type: none"> • Ensure compliance with responsibilities under the Health and Safety at Work Act (2015), and any amendments. • Ensure compliance with requirements of the Motor Vehicle Policy • Actively participate in the hazard identification and risk management process and report all accidents, incidents and near misses in a timely manner. • Raise any health and safety related issues or areas of concern with manager or Health, Safety and Wellbeing representative as soon as possible. • Engage in any Health, Safety and Wellbeing related training and complete all applicable course work. • Ensure their own safety while at work. • Ensure that no action or inaction of employees or volunteers while at work, causes harm to any other person(s). • Ensure all personal protective clothing (and equipment) is correctly used and/or worn (as specified in procedures or instructions). • Ensure that they assist with hazard/risk identification and control of risks as necessary and that they report all unsafe conditions without delay. • Ensure health and safety policies, procedures and processes are understood and complied with at all times. • 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). • Know how and where to obtain first aid and medical assistance. • Ensure work areas are kept tidy to minimise the likelihood of injury to self and others. • Ensure health and safety issues of concern are communicated to the Manager. • Report / record all training and course attendances with the Health and Safety Advisor.
Mackenzie District Council Policies, Procedures, Processes and Guidelines	<ul style="list-style-type: none"> • Understand, be familiar with and comply with all Council policies and procedures.
Self-Development / Ongoing / Professional Learning and Development	<ul style="list-style-type: none"> • Build and maintain professional knowledge of compliance and enforcement. • Actively learn about all aspects of the Council Services to be able to provide support and cover for all areas across the district.

	<ul style="list-style-type: none"> • Take responsibility for educating and informing self of changes to legislation, practice, and operational policy and sharing learnings with others • Be a willing and active participant in Mackenzie District Council's emergency management activities and responsibilities.
Emergency Operations Centre	<ul style="list-style-type: none"> • To be actively involved in Civil Defence Emergency Management when required. • To assist or fulfill a role within the EOC as required.
Confidentiality and Record Keeping	<ul style="list-style-type: none"> • Ensure that all records are saved to the EDRMS. • Ensure that any confidential information that may be acquired, either directly or indirectly, is tagged and classified correctly, and is to be treated appropriately.

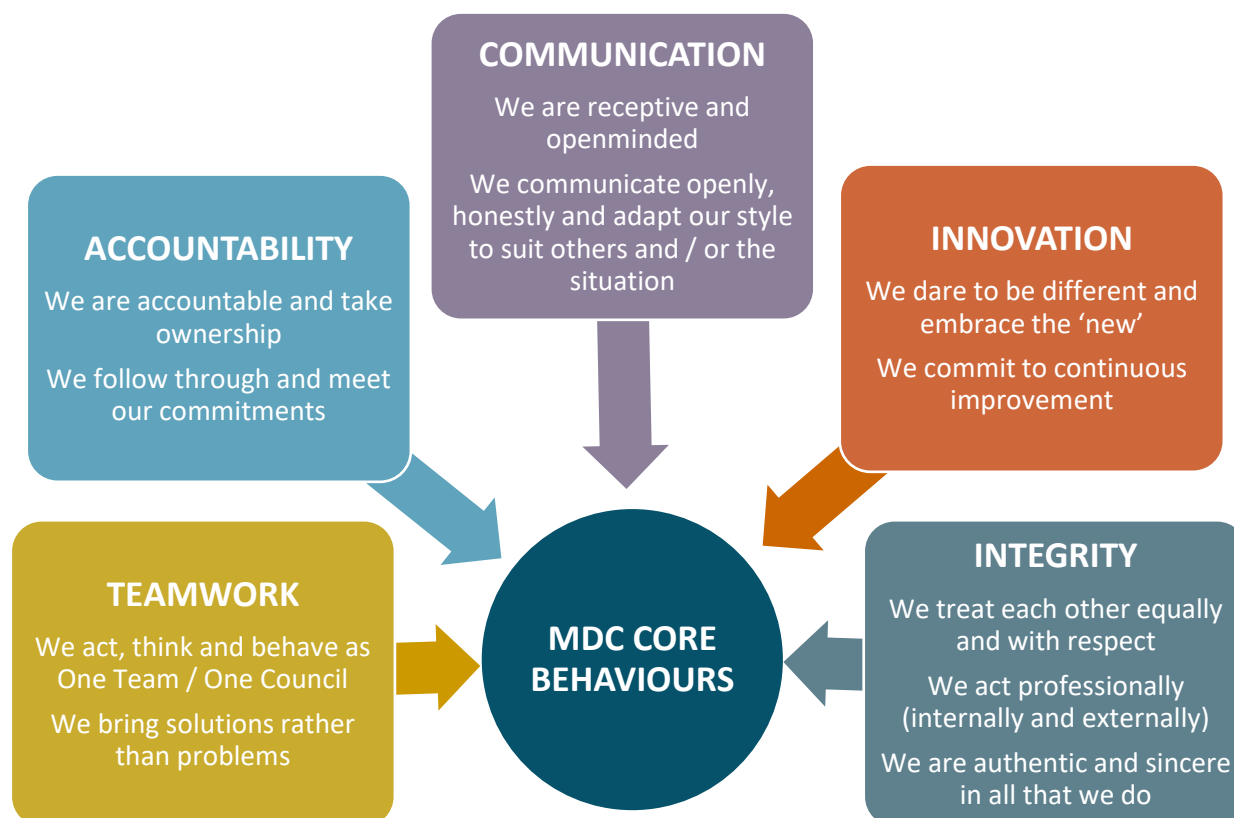
The key responsibilities described in this document should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of this position. Key responsibilities may be amended from time-to-time following consultation. The position holder may also be required to perform duties outside of their normal responsibilities as and when required.

Qualifications, Technical Skills, Knowledge and Ability:
<ul style="list-style-type: none"> ➤ Degree in Resource Management, Planning or other relevant qualification ➤ 3+ years of proven experience working in a monitoring and enforcement role. ➤ Hold a valid drivers licence. ➤ A strong understanding of the Resource Management Act, Local Government Act, and associated legislative requirements such as bylaws. ➤ Local authority knowledge / experience. ➤ Demonstrated experience in database management and administration. Experience in using Laserfiche or a similar electronic document management system is desirable. ➤ Demonstrated experience in working within a Microsoft Office environment, a high degree of computer literacy and advanced keyboard skills. ➤ A high standard of verbal and written communication skills. ➤ Ability to interact with the public in often complex and emotional situations where a high-level of emotional intelligence is required. ➤ Proven ability to manage time and workload. ➤ Ability to work well in a team environment and support colleagues to ensure collective success. ➤ Able to demonstrate a commitment to and respect for Te Tiriti o Waitangi and its principles and incorporate these into your work.

Our Values:

	<p style="text-align: center;"><i>Integrity</i></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;"><i>Community Focused</i></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;"><i>Collaborative</i></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;"><i>Responsive</i></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"> • 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.
	<p style="text-align: center;"><i>Forward Looking</i></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:

Achieving Results	<p>Sets challenging goals for oneself 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"> • Sets performance standards and goals. • Prioritises • Ensures high quality output. • Delivers • Leverages resources • Celebrates successes and achievements
Customer Focus	<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"> • Establishes effective relationships. • Clarifies the situation. • Takes action. • Ensure customer satisfaction (win / win = public value) • Meets the needs of MDC

Commercial Decision Making	<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"> • Applies commercial understanding to maximise results and MDC reputation. • Understands all aspects and functions of MDC. • Understands Local Government • Makes decisions strategically ensuring the impact is considered. • Identify opportunities for the growth of MDC / District and it's communities
Knowledge and Information sharing	<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"> • Identifies opportunities to share knowledge with others. • Ensures understanding. • Offers feedback. • Encourages application of information and knowledge shared
Ongoing Learning and Development	<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"> • Targets learning and development needs. • Seeks learning and / or development activities. • Maximises learning. • Applies knowledge, skills or expertise. • Openness to change and challenge
Teamwork	<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"> • Identifies collaborative opportunities. • Establishes relationships. • Formulates action plans. • Considers the impact of ones actions. • Monitors relationships and progress
Effective and Successful Communication	<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"> • Takes initiative to share information. • Communicates appropriately.

	<ul style="list-style-type: none"> • Listens to and comprehends communication from others. • Delivers clear messages. • Communicates in an open, honest and professional manner. • Ensures understanding. • Follows up
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I have read and understood the above position description and accept all the above responsibilities incorporated herein.

 Position holder signature

 Date

 Line Manager Signature

 Date