

Regulatory and Compliance Officer

Position Description



Mackenzie
DISTRICT COUNCIL

Position Description

Position:	Regulatory and Compliance Officer
Incumbent:	TBC (insert name once appointed)
Reports to:	Senior Monitoring and Compliance Officer
Location:	Twizel or Fairlie
Department:	Operational, Planning and Regulatory Services
Business Unit:	Planning
Role Family:	Administration / Customer Services / Support roles

Customer Relationships:	Who:
➤ External	<ul style="list-style-type: none"> ➤ Ratepayers, residents and visitors ➤ Applicants ➤ Businesses ➤ Builders, ratepayers and the general public ➤ Auditors ➤ Government agencies, including Police ➤ Iwi, Papatipu Rūnanga, takata whenua / mana whenua ➤ Government Agencies and other local authorities ➤ Key Stakeholders ➤ SPCA ➤ Local Veterinarians
➤ Internal	<ul style="list-style-type: none"> ➤ Executive Team members ➤ Senior Leadership Team members ➤ Planning Team ➤ Manager Customer Services ➤ Customer Services Team ➤ Other Administrative Support Officers (for providing support and coverage)

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 food, health, liquor, camping, animals and noise, whilst promoting public safety under relevant legislation and bylaws. The role will also support and carry out consent monitoring under the Resource Management Act 1991.

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 liquor, 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.

<i>Scope:</i>	<i>Dimensions:</i>
Delegated levels of authority	Refer to the delegations manual
Span of Control	<ul style="list-style-type: none"> \$5,000

<i>Expected Outcomes:</i>	<i>Primary Areas of Responsibilities / Measures:</i>
Regulatory	<ul style="list-style-type: none"> Regularly undertake patrols and inspections and ensure that all relevant documentation is completed to enable the appropriate enforcement action to be undertaken when required. Liaise with external Contractors on a regular basis to ensure that statutory regulations are being met. Ensure that cases of illegal dumping are investigated, documented and where appropriate, enforcement action is undertaken under the Litter Act. Ensure that all Service Requests and complaints are investigated, documented and responded to within expected timeframes.
Animal, Noise, and Regulatory Control	<ul style="list-style-type: none"> Undertake the functions and responsibilities of an authorised Officer under the Health / Food / Liquor / Camping Acts, respond and enforce as appropriate and respond/enforce all relevant Council Bylaws and Policies to deliver compliance. Undertake the functions and responsibilities of a Dog Control Officer under the Dog Control Act 1996 and an authorised Officer under the Impounding Act 1955 and all relevant Council Bylaws and Policies.

	<ul style="list-style-type: none"> • Respond to complaints of wandering or dangerous dogs or stock. • Impounding roaming dogs and stock as necessary. • Notify owners of impounded animals as required. • Ensure that animals in the pound are well cared for, and the pound is kept in a clean and hygienic condition, • Promote responsible dog ownership and the welfare of dogs. • Provide initial attendance for all reported serious animal control incidents and record sufficient information including witness statements and photographic evidence to assist Mackenzie District Council with appropriate follow up and action. • Submit reports on incident pertaining to dogs, which have attacked or challenged any person or other animal. • Act with integrity and in a manner that aligns with the values of Mackenzie District Council and Council's Monitoring and Enforcement Policy. • Respond to Noise Control Callouts in a timely manner. • Investigate Noise Control complaints in a timely manner. • Determine if the noise is reasonable or excessive. If noise is excessive: <ul style="list-style-type: none"> ○ Issue an excessive noise direction requiring the noise to be reduced to an acceptable level. ○ In the case of people noise, the officer can require the noise to be reduced but if there is anti-social behaviour the police should be called. ○ Enforce an excessive noise direction, should further complaints be made within a 72 hour period. ○ With Police assistance, enter property and remove whatever is making noise, working parts or lock up or seal the object make the noise. ○ Take any other steps needed to reduce the noise. ○ Store seized or confiscated equipment or object in an appropriate secure area. • Act with integrity and in a manner that aligns with the values of Mackenzie District Council and Council's Monitoring and Enforcement Policy. • Create reports that meet the statutory requirements of the relevant legislation and carry out the relevant statutory responsibilities including prosecutions.
Consent Monitoring	<ul style="list-style-type: none"> • Monitoring resource consent compliance. • Respond to complaints and investigate compliance with District Plan requirements.

	<ul style="list-style-type: none"> • Report back to the Manager Planning, Policy and District Plan following investigation. • Maintaining accurate and detailed records of all monitoring and enforcement actions undertaken. • Liaise with landowners to achieve compliance. • Keep detailed records of consents monitored and follow-up if non-compliance is found. • Provide reports that meet the statutory requirements of Mackenzie District Council for reporting purposes.
Support for other teams	<ul style="list-style-type: none"> • Work as a member of the 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 policy, plan and procedures. • Ensure compliance with responsibilities under the Health and Safety at Work Act (2015), Regulations 2016 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. • Comply with all client site requirements.
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, regulatory and enforcement.

	<ul style="list-style-type: none"> • Actively learn about all aspects of the Council Services to be able to provide support and cover for all areas across the district • 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:

- 3+ years of proven experience working in an administrative/enforcement role within a regulatory environment.
- Previous experience within a monitoring and enforcement type role preferred.
- Previous experience within animal control and animal management is preferred.
- Knowledge of the Health/Dog/Camping/Noise/liquor Acts is advantageous.
- 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 situation where a high-level of emotional intelligence is required.
- Proven ability to manage time and workload.

Our Values:

Our current values are being refined as part of the transformation programme. The values will reflect the aspiration of Mackenzie District Council to reach its potential and capitalise on its strengths. We believe it is essential to always display leadership, to treat each other with respect and dignity, take responsibility for our own actions, and follow a positive, friendly and professional approach.

Dare to be different:

We show courage by taking managed risks. We are willing to try new approaches and to do things differently. We always look outside to see what others do better than we do and embrace new ideas and change in order to improve what we do, and how we do it. Fear of criticism will not hold us back from doing the right thing.

Do things with respect and trust:

Give people fair and realistic timeframes and deliver accordingly. We follow up with people and close the loop. We are honest in our communications and provide consistent messages. Communications are professional – treating people as equals and with impartiality and empathy – we can disagree but still maintain a professional relationship. Members of the community experience positive interactions with us. We choose to build strong relationships on a foundation of mutual trust and respect.

Be fair to everyone:

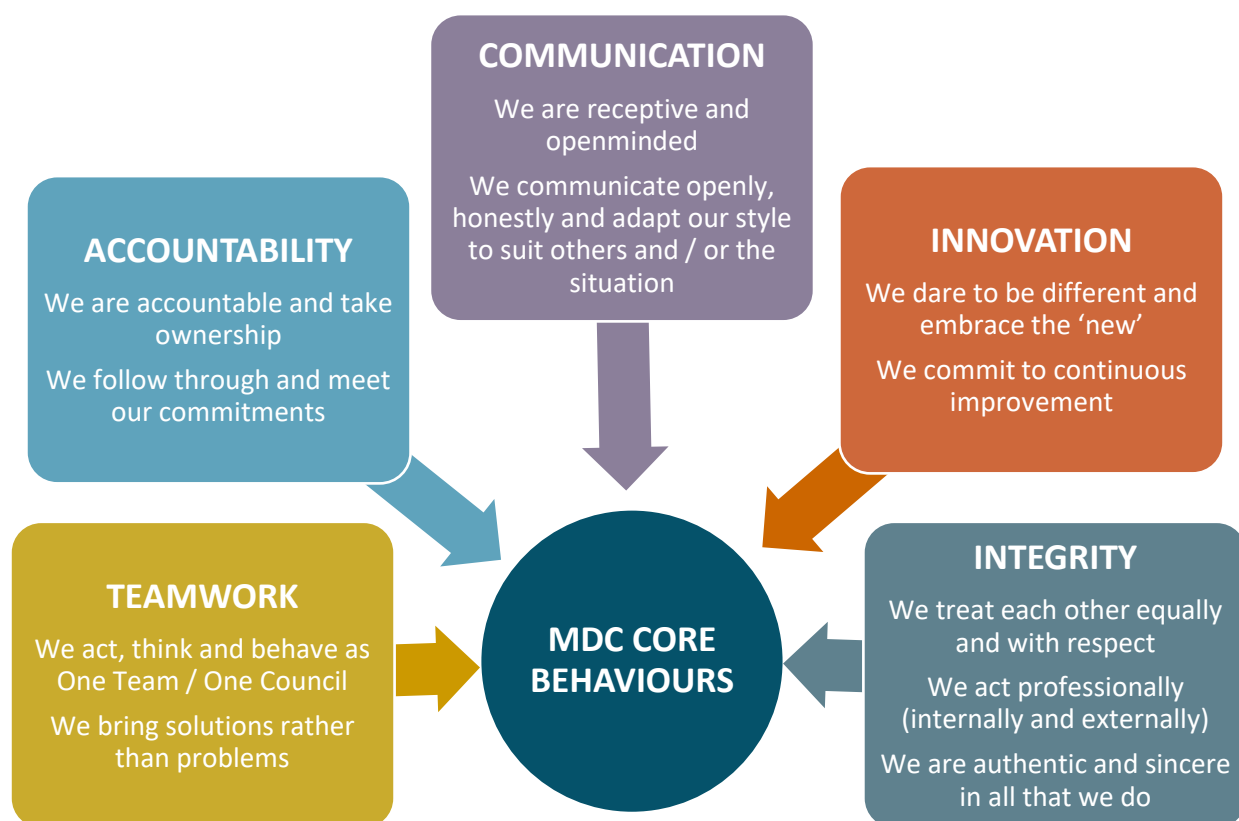
Consistency in decisions, service, advice and information. Everyone has the same opportunity to be heard, and to take advantage of the opportunities available to him or her.

Peace and serenity matters:

These are the defining, unique, extremely special characteristics of our district (e.g. tranquil lakes, open spaces and dark skies) – and they need to be protected. Future development and decisions will be sensitive to this value.

Leave things better for the future:

We will carefully consider our actions, and do things with best practice in mind, challenging the short-term focus with long-term decisions. We will look ahead to understand the big picture and future needs of our district and future generations.

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

Job Family specific Behaviours:

Achieving Results	<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"> • 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>

	<u>Core Behaviours:</u> <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. • Listens to and comprehends communication from others. • Delivers clear messages. • Communicates in an open, honest and professional manner. • Ensures understanding. • Follows up

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