

**JOB DESCRIPTION**  
**Approved February 2025**

**Title & Reporting Relationships**

<b>Position Title:</b>	<b>Compliance Officer, Te Āpiha Tautuku, Compliance Team, Environmental Standards, Customer and Community, Customer and Community Group</b>
<b>Grade:</b>	SP 14 - 16
<b>Reports to:</b>	Team Leader Compliance
<b>Direct Reports:</b>	Nil
<b>Purpose of the Group and the Position:</b>	<p><b>The Customer and Community Group</b>, comprises: Communication Engagement and Events; Climate Action and Connected Communities; Aquatics Facilities; Libraries; Parks, Open Space and Environment; Customer Experience, and Environmental Standards.</p> <p>The Customer and Community Group is responsible for a significant portion of Councils' customer interactions, every day as people choose to use our facilities, services and programmes at swimming pools, libraries, museums, halls, parks, sports fields, ecological reserves, and events. This group connects communities to the services we deliver in supporting the everyday lives of residents and visitors to the district.</p> <p>Within this Group, the Compliance Officer works within the Compliance Team, which is responsible for administering some of the environmental regulation in the district, including the monitoring and compliance of environmental mitigation measures associated with new land development.</p> <p>This is achieved through practical application of regulatory requirements such as legislation, local bylaws, Council policies and the Council's District Plan. Methods to achieve this include:</p> <ul style="list-style-type: none"> <li>• Engage and consult with people to improve understanding of regulatory responsibilities</li> <li>• Educate people on the reasons for the regulation and advise them on how to comply</li> <li>• Enable people to comply by guiding them through regulatory processes</li> <li>• Enforce regulations, investigate and take necessary action, when required.</li> </ul>

- Proactively monitor Council approvals (e.g. resource consents, bylaw approvals) to ensure on-going compliance with mitigation measures.

The Compliance Officer role supports the Council to achieve positive social and environmental outcomes across the district, utilising a 'Caring, Dynamic & Effective' customer service ethos.

This role is responsible for establishing and maintaining effective, co-operative, and professional working relationships with all stakeholders including:

**Internal Customers:**

- Team Leader Compliance
- Manager Environmental Standards
- Group Manager – Customer & Community
- Environmental Standards Team
- Council's Legal Team
- Other staff in the Customer & Community Group, Strategy & Growth Group and Asset Management Group.

**External Customers:**

- Customers
- Members of our Community
- Builders, Developers and their representatives
- Industrial and Commercial Operators
- Business, Educational Professional, Community and Environmental Groups
- Tangata whenua
- Other Local Authorities
- Greater Wellington Regional Council
- Department of Conservation
- NZ Transport Agency
- NZ Police
- Fire & Emergency NZ
- Other Central Government Departments
- Waste Management Contractors

## KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influences how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

We require all staff to demonstrate behaviours that underscore our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of Te Tiriti o Waitangi within the context of a local authority.

### **Functional Key Results Technical**

- Deliver compliance-related functions relevant to District Plan, local bylaws and policies and the Resource Management Act 1991.
- Respond to environmental complaints by investigating, recording and assessing non-compliances and selecting the appropriate response pathway.
- Deliver compliance and licensing services to the Environmental Standards team, including inspections, licensing, invoicing and debt management.
- Liaise with other compliance and/or consent officers as well as other Council teams (i.e. Transport, Building, Resource Consents, Parks & Reserves) and external agencies (i.e. Greater Wellington Regional Council) to coordinate responses, when necessary.
- Seek professional advice in situations where there is significant exposure to potential litigation on compliance, monitoring and enforcement issues.
- From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.
- Support the development and implementation of business improvement initiatives that enhance service delivery of the Council's compliance function.
- Positively and constructively work with all customers, staff and stakeholders to provide an effective and efficient compliance service.
- Support and lead timely, proactive and problem-solving responses to customer enquiries and complaints.

### **Legislative Compliance**

- Keep up to date with legislative frameworks and apply any relevant changes to work practice and be able to communicate changes to others.
- Decide on appropriate response pathways to incidents, with emphasis on encouraging a voluntary response to resolve situations.
- Convey clear messaging on compliance expectations.
- Compile and maintain accurate and factual information on complaints for administrative and possible enforcement action.
- Make decisions and take action in alignment with the Council's Compliance and Enforcement Policy.
- Prepare evidence and represent the Council in any court hearings.

### **Administration**

- Manage day-to-day work outputs and timeframes.
- Maintain accurate records in Council systems.
- Ensure that documentation is current, available as required and is prepared using Council's standard templates/documentation.
- Ensure that Council processes and procedures are complied with.

### **Customer Service**

- Maintain a professional, courteous and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner that promotes customer service excellence and demonstrates organisational values.
- Maintain confidentiality at all times.

### **Teamwork**

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support, as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/Organisation, where required and the opportunity arises.
- Participate in initiatives and contribute suggestions to improvements and efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal/external stakeholders.

### **Financial Management**

- Ensure that all financial activity is conducted in accord with current policy and procedures.
- Ensure that you work within your financial delegation.

### **Monitoring and Reporting**

- Review, monitor and report on activity or projects as required by the manager.

### **Relationship Management**

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

### **Information Management**

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

### **Personal Key Results**

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively, and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self-development to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.

### **Health and Safety**

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- Reporting any risks and/or hazards you become aware of in the workplace;
- Observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;

- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

### **Essential Skills, Knowledge and Experience**

- Preferably proven work experience in local government compliance and enforcement issues.
- Demonstrate knowledge and understanding of legislation relevant to the role and the implications for the Council and Communities.
- Demonstrate ability to conduct robust inspections and investigation skills to ensure compliance with relevant legislation, bylaws, policies and/or district plan rules.
- Demonstrate good interpersonal skills and ability to work with a wide range of diverse people and situations.
- Show knowledge, understanding and awareness of Māori issues and perspectives.
- Excellent communication skills to enable effective and appropriate communication with people in situations that may be stressful to them.
- Experience working in a team environment and ability to work unsupervised, as required.
- Strong organisational and time management skills with demonstrated ability to prioritise own work and work effectively to deadlines.
- Hold a current and valid New Zealand Drivers Licence.

### **OTHER INFORMATION**

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

#### **Te Tiriti o Waitangi**

Kapiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organizational values of being Caring, Dynamic and Effective in how we work.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.

Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-Iwi / Iwi Partnerships Group.

**Civil Defence, Emergency Management and Business Continuity Duties**

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

**Performance Review**

Performance in this position will be assessed in terms of an agreed performance plan.