

## **Consents & Compliance Support Officer**

**Reporting to: Consents and Compliance Manager**

**Group: Consents and Compliance**

**Location: West Coast**

**Date Reviewed: January 2019**

### **Position Purpose**

For the Consents and Compliance Group: To provide key support services within the group, contribute to efficient and effective data capture, reporting and scheduling requirements and be a primary point of contact for complaints, incident reporting and general enquiries.

Note: The position will primarily support Compliance functions, but will also provide administrative support for Consenting functions.

### **Functional Relationships**

<b>INTERNAL RELATIONSHIPS</b>	<b>EXTERNAL RELATIONSHIPS</b>
<ul style="list-style-type: none"> <li>• Compliance Team Leader</li> <li>• Consents and Compliance Manager</li> <li>• Consents and Compliance Staff</li> <li>• Staff at all levels within the council</li> </ul>	<ul style="list-style-type: none"> <li>• Consent Holders</li> <li>• Ratepayers, Residents and the General Public</li> <li>• Government agencies</li> <li>• Local Authorities</li> <li>• Contractors</li> <li>• Consultants</li> </ul>

### **Limitations of Authority:**

No staff or financial responsibility.

### **Key Tasks and Responsibilities**

- 1. To support the compliance team with compliance monitoring including data capture and scheduling, undertaking desktop monitoring of consents and assisting with field monitoring where required.**

### **Expected Results:**

- a) Data is accurately recorded using Council's systems and databases in a timely manner. Regular reports are run to cross check inputting from Compliance Officers and follow up is undertaken where necessary.
- b) All consents assigned for desktop monitoring are monitored as per consent requirements and follow up action is undertaken where necessary.
- c) Compliance Officers are assisted with field monitoring on occasion.
- d) Data and reports are provided to the Compliance Team Leader, Consents and Compliance Manager, or other parties as required.
- e) Continuously seeks ways to improve to meet data capture and reporting requirements.

**2. To receive and log complaints and incidents and respond to general enquiries from the public.**

**Expected Results:**

- a) Positive and professional contact with members of the public making complaints via the complaints line or general enquiries by phone, email or in person.
- b) Complaints are logged promptly and accurately and passed to the Compliance Team for responding.
- c) Effective and timely responses are provided to all general enquires. Enquires are promptly passed on where necessary for further action. Sound customer service principals are applied consistently.

**3. To undertake other key support and administrative functions**

**Expected Results:**

- a) Resource consent applications are received and lodged, and decisions issued in accordance with required timeframes.
- b) Assistance with the service of formal notices relating to breaches of the Resource Management Act and preparation for Court cases.
- c) Prepare monthly consents and compliance reports for Council meetings.
- d) Undertake other administrative tasks and projects as required, including in other areas of the Council as agreed with the Consents & Compliance Manager.

**4. Positively contribute to wider team (consents and compliance) function**

**Expected Results:**

- a) Actively engages with colleagues and contributes to team discussions.
- b) Proactively looks for opportunities for improvement, and brings these forward for discussion with the Compliance Team Leader or Consents and Compliance Manager.
- c) Contributes and provides input to discussions and projects with other areas of Council as required.

**5. Other Duties**

**Expected Results:**

- a) Performs other reasonable duties as may be required.

**Health and Safety**

To adhere to all Council safety plans, policies and procedures including using protective equipment supplied.

- To identify existing or potential hazardous conditions and report these.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.

**Civil Defense**

To meet the Council's statutory responsibilities for civil defense and emergency management you will be expected to participate in any civil defense and emergency management training initiatives and undertake activities, as directed as part of Council's emergency response.

**Person Specification**

### **Qualifications/Experience**

- A relevant tertiary qualification, or a minimum of several years demonstrated relevant or transferable experience.
- A general knowledge of the regulatory environment is preferred.
- Demonstrated ability to engage with members of the public and other parties, maintain good relationships and work well with a variety of others.

### **Skills / Attributes**

- Strong verbal and written communication skills.
- An ability to work comfortably in a team and to contribute positively to that team.
- Able to deal in a positive, professional and constructive manner with a wide range of people.
- Excellent planning and organisational skills and attention to detail.
- Ability to work under pressure, meet deadlines and manage multiple work-streams to a consistently high standard.
- Possess initiative, good judgement and problem solving abilities.
- Computer literacy, including word-processing and spreadsheet skills, and use of databases and mobile technology.

This job description gives a general outline of the duties and is not intended to be an inflexible or finite list of duties. It may therefore be amended from time to time.

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**Employee's Signature**

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**Date**

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**Manager's Signature**

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**Date**