

<b>Department</b>	Consents & Compliance
<b>Location</b>	Seymour Street, Blenheim
<b>Direct reports</b>	Nil
<b>Reporting to</b>	Manager Resource Consents
<b>Grade</b>	16
<b>Financial delegation</b>	No budget responsibility

## Department Overview

This position is within the Consents & Compliance Department. This department is responsible for Council's regulatory functions at a regional and district level. This includes animal control; building services; environmental health and protection; gambling; resource consenting; and the sale of alcohol.

## Purpose of the Role

The purpose of this role is to process and report on applications for resource consents in a timely and efficient manner for the purpose of ensuring development within Marlborough is provided for in an environmentally sustainable manner.

The role also has responsibility for carrying out statutory duties on behalf of Council to ensure development occurs in accordance with statutory provisions so that adverse impact on the environment within the district is avoided, remedied or mitigated and to carry out monitoring of resource consents to ensure development occurs in accordance with the conditions of resource consent.

## Key Responsibilities

<b>Assessing and processing resource consent applications</b>	Ensure applications contain sufficient information necessary to comply with the requirements of the Act. Ensure applications are properly assessed within the framework of the Resource Management Act. Processing carried out in a timely and cost effective manner.
<b>Attend hearings</b>	Support, report and provide professional planning advice to the hearing panel.
<b>Attendance at Court</b>	Ensure that Council has an expert witness to defend its position.
<b>Servicing customer enquiries</b>	Ensure that you are courteous in face to face, telephonic and written advice to customers within agreed timeframes.

<b>Monitoring compliance with resource consent conditions</b>	Ensure site visits are undertaken to confirm the consent holder is complying with conditions imposed on the resource consent.
<b>Complaint investigation and enforcement proceedings</b>	Investigate complaints received from the Customer Service Centre ensuring the complaint is either resolved or legal action initiated, which may require attendance at Court.
<b>Liaison with other departments</b>	Ensure the provision of information to other departmental officers results in Council's functions being carried out to comply with appropriate statutory requirements.
<b>Liaison with RMR Policy and Information Unit</b>	Ensure information is passed on so that Council fulfils Section 35 duties to monitor effectiveness of plans and resource consents issued.
<b>Team building</b>	Initiate or effectively participate in professional or social occasions that engenders cohesion and morale within the Resource Consents Team.
<b>Advocacy/education</b>	Ensure the public and relevant interest groups have been provided ongoing education in topical environmental issues and legislation.
<b>Treaty of Waitangi</b>	Ensure effective iwi consultation is carried out when necessary on resource consent applications.
<b>Input to databases</b>	Council standards and practices to be followed.

# Organisational Responsibilities

## Continuous improvement

Challenge the status quo and continuously seek opportunities to improve services and processes.

## Customer service

Relate with the public in a courteous and positive manner. Actively listen to understand and meet customer's needs.

## Digital mindset

Have a "digital mindset" which allows you to approach situations with a digital focus, taking full advantage of the technology, information, and data available to us whilst ensuring operational outcomes, efficiency, and security aren't compromised.

Be aware that transformation comes not from a change of system or infrastructure but a change in mindset. Opening your mind to the idea of doing things differently can unlock the true range of possibilities.

## Health, safety and wellbeing

Take ownership and responsibility for your own decisions and actions by proactively engaging in safe work practices that prevent injury; and look out for your colleagues, contractors, customers, and visitors.

Report hazards, injuries, illnesses, near-misses, unsafe practices, rules that don't work and other opportunities for improvement without fear or delay, so that we can all learn and share in the learning.

Co-operate with reasonable instructions and procedures.

Contribute to Council's ongoing safety improvement journey.

Make safety a priority and help lead the way!

## Inclusion and diversity

Support an inclusive workplace - an environment where our employees feel safe, valued and respected; and have opportunities to contribute their perspectives, experience and talents to our organisation.

Support a diverse workforce (the visible and invisible factors that define us as individuals) by displaying an open-minded, non-judgmental attitude towards others.

## Record management

Create and maintain all records of Council business (regardless of format) in approved corporate information systems, as per Council's information and data management policies and procedures.

## Response in emergencies

Be available to assist during emergencies as and when they occur, working within your level of competence and training.

## Risk management

Understand, report and manage operational and compliance risk. Familiarise yourself, comply with and give advice in accordance with Council's risk management policies and procedures.

## Te ao Māori

Willingness to develop cultural competency; for example by developing an understanding of te reo Māori, tikanga Māori (Māori customs and practices), mātauranga Māori (Māori wisdom, knowledge and understanding) and Te Tiriti of Waitangi; and by engaging with Māori communities as required within your role.

## Other duties

Take on any additional duties or special projects that may be assigned from time to time and ensure that these are performed effectively and efficiently.

# Person Specification

<b>Qualifications</b>	A relevant resource management degree or tertiary qualifications related to environmental management.
<b>Experience and knowledge</b>	<p>Experience in either a territorial authority or planning consultancy in the area of land use consents and subdivision and/or coastal, water or discharge permits under the Resource Management Act.</p> <p>Experienced in a Windows XP operating environment and familiar and conversant with Microsoft Office Professional in a networked (multi-user) environment.</p> <p>Sound understanding of the principles and purpose of the Resource Management Act.</p> <p>A sound knowledge of and appreciation of the natural and physical resources within the Marlborough District.</p> <p>Appreciation of and familiarity with Council's operative, proposed and/or transitional policy with regard to Council's resource management functions.</p> <p>An emphasis on analysis and recommendations.</p> <p>Ability to identify environmental issues and relate to statutory controls; then to formulate; then articulate recommendations for applications for resource consent so that sustainable management of resources within the District are promoted.</p> <p>Understanding of the importance of the "Plan Do Monitor Review" loop in the context of continuous improvement in policy making is required.</p> <p>A commitment to high performance and quality outcomes and an understanding of continuous improvement and comfortable with change.</p> <p>Above average reading speed and sound comprehension. High numeracy and literacy levels are expected. Advanced oral and written communication skills are paramount.</p>

## Core Competencies

<b>Adaptability</b>	<p>Ability to maintain a calm, professional manner in challenging situations.</p> <p>Ability to operate effectively in a complex and changing environment.</p>
<b>Commitment to improvement</b>	<p>Enthusiasm for continually increasing knowledge and technical abilities.</p> <p>Enthusiasm for continuous improvement and efficiency in processes.</p>
<b>Communication</b>	Excellent oral and written communication skills which are appropriate and relevant to the audience.
<b>Customer focus</b>	<p>Excellent customer services skills.</p> <p>Ability to understand customers' needs via active listening.</p>
<b>Digital literacy</b>	<p>Ability to learn new technological skills essential for digital transformation and to think innovatively and embrace a perpetual learning culture.</p> <p>Motivation to use digital skills to create new opportunities.</p>

<b>Integrity</b>	<p>Ability to handle confidential or controversial information with discretion and professionalism.</p> <p>Takes accountability for own actions.</p>
<b>Interpersonal skills</b>	<p>Proven ability to work effectively in a team environment.</p> <p>Proven ability to develop relationships and work collaboratively with others.</p>
<b>Organisational skills</b>	<p>Strong personal prioritisation and time management skills.</p> <p>Ability to multi-task, prioritise, pay attention to detail and use initiative.</p>
<b>Problem solving and decision making</b>	<p>Considers risk factors in decision-making.</p> <p>Uses own judgement and experience to solve problems.</p>

## Strategic Framework

<b>Vision</b>	<p>Marlborough is a globally-connected district of smart, progressive, high-value enterprises, known for our economic efficiency, quality lifestyle and wellbeing, caring community, desirable location and healthy natural environment.</p>
<b>Mission</b>	<p>We invest in Marlborough's future, our people, quality lifestyle and outstanding natural environment.</p>
<b>Values</b>	<p>Council's values and behaviours are based on Respect, Professionalism and Integrity. Council is committed to an environment that supports professional development, an equal opportunities workplace and a positive culture.</p> <p>All staff are expected to endorse and support Council's Vision and Values and actively work to achieve them, behaving with the highest level of professionalism and integrity and exhibiting courtesy and impartiality towards colleagues and the community.</p> <p>Our values are:</p> <ul style="list-style-type: none"> <li>• We are open, transparent and collaborative.</li> <li>• We partner with tangata whenua iwi.</li> <li>• We involve and respect our many cultures.</li> <li>• We are innovative and strive for excellence.</li> <li>• We are adaptive and responsive to community needs.</li> <li>• We work in an environmentally sustainable manner.</li> </ul>