
Department	Consents & Compliance
Location	Seymour Street, Blenheim
Direct reports	Nil
Reporting to	Team Leader – RMA Enforcement and Investigation
Grade	16
Financial delegation	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 primary objective of the role is to provide high quality technical and procedural advice, reporting and support on a wide range of compliance issues.

To proactively integrate, network and link with other organisations, communities, business organisations, contractors, land occupiers and industry representatives to ensure that all consenting, compliance monitoring and enforcement activities are co-ordinated and aligned.

To respond to and investigate complaints from the public, industry, landowners and other organisations and participate in education initiatives.

Key Accountabilities

- Assist Council in fulfilling its statutory obligations in the monitoring, compliance and enforcement of the Resource Management Act (RMA) 1991, Council's Resource Management Plans, resource consents, Council's policy, bylaws and activities generally in Council's district.
- Provide advice and reports to Council and Council committees on monitoring, compliance and enforcement matters.
- Ensure that activities comply with statutory provisions so that adverse effects on Marlborough's environment are avoided, remedied or mitigated and the health and safety of the people of the district is safeguarded.
- Active involvement and provide input into Council policy and planning documents.
- Accountable for managing and undertaking specific monitoring projects and for prioritising various projects.

- Identify complex problems and review related information to develop and evaluate options and implement solutions.
- Accountable for jointly setting the strategic direction of the Compliance Group Strategy in consultation with the Compliance Manager and relevant Council staff and undertake an annual review of individual projects.
- Develop, manage and maintain effective working relationships with internal Council staff and key external stake holders and the community.
- Accountable for leading the implementation of the day to day running of the projects, which includes: work prioritisation, budget management, planning, reporting, and communicating key environmental protection messages widely.

Capability Profile

- Solid performance in the role requires demonstration of the key tasks and competencies outlined below. These provide a framework for selection and personal development. This list is intended to describe the general nature and level of work required. It is not intended to be constructed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. However, from time to time Environmental Protection Officers will be required to accept and carry out other duties as assigned by the Compliance Manager

Key Responsibilities

<p>Delivery of high quality, efficient and robust enforcement and compliance decision-making</p>	<p>Interpret key policy, legislation and procedures for complex and/or contentious compliance issues and formulate strategies for enforcement of the RMA and MDC Bylaws 2017.</p> <p>Ensure all complaints are investigated in an impartial and objective manner and free of interference or coercion.</p> <p>Be accountable for efficient and effective enforcement action undertaken for a range of complex situations.</p> <p>Undertake duties in a timely and professional manner ensuring that at all times compliance is achieved in a cost effective and efficient way.</p> <p>Provide advice, reports and recommendations for Council Committees that is accurate and legally robust.</p> <p>Initiate discussions with the Compliance Group, Council and District Solicitors.</p> <p>Determine when to seek expert advice for the best enforcement outcome.</p> <p>Identify specific cases relevant for, and provide advice for, the Enforcement and Prosecutions Committee for best use of time and resources.</p> <p>Prepare and present evidence in Court in relation to enforcement orders and prosecutions when required.</p> <p>Keep abreast of current information and technology to assist in decision-making.</p>
<p>Participation and advancement of the integration of various aspects of Council regulatory functions</p>	<p>Work collaboratively across Council from a compliance monitoring perspective.</p> <p>Be accountable and responsible for providing input and advice for complex, strategic and/or high profile consents (eg; Trust Power and NZ King Salmon).</p> <p>Attend resource consent hearings when appropriate.</p> <p>Be responsible for providing advice to hearings panel when appropriate.</p> <p>Be responsible for providing feedback that may lead to improved consent conditions.</p>

<p>Improve current compliance practices and processes</p>	<p>Be responsible and accountable for meeting all ISO 9001:2000 standards and requirements as detailed in the Policy and Operations Manual.</p> <p>Establish effective feedback loops so compliance monitoring can provide useful information for Planning and Policy (Plan-Do-Monitor-Review).</p> <p>Be responsible for providing feedback on how compliance monitoring and reporting feeds into other monitoring and reporting, particularly State of the Environment and Policy and plan effectiveness</p> <p>Develop detailed project plans regarding RMA monitoring and compliance best practice.</p> <p>Lead innovation and promote integrated monitoring practices and processes for informed decision-making across Council.</p> <p>Champion breakthrough thinking and practices focusing on continuous improvement by actively seeking new ideas and ways of working.</p> <p>Translate innovation into solutions that work.</p>
<p>Co-ordination of resources and prioritisation of projects</p>	<p>Think and act strategically – see the big picture.</p> <p>Implement and enhance the Compliance Group Strategy.</p> <p>Be actively involved in activity planning to ensure the effective and efficient use of resources.</p> <p>Lead processes to determine priorities and goals.</p> <p>Undertake an annual review of projects.</p> <p>Identify recurring compliance issues and emerging issues to look for opportunities to reduce these by education or developing new projects.</p> <p>Understand and help others see the complexity of the Compliance Group's functions within the greater Council environment.</p> <p>Take a broad vision and translates into action at Council and Group level.</p> <p>Consider the impact of actions on other areas and/or the whole organisation.</p>
<p>Projects</p>	<p>The team is accountable for the effective and efficient provision of the Dairy, Winery Waste, Sounds Waste Water, NZ King Salmon, Forestry, Marine Farms, Water Quality-SOE, Water Takes, Frost Fans, Rural Discharge, MDC Consents and Mooring projects. These projects are allocated on a rotational basis.</p> <p>Ensure that the community and customer is satisfied in the service provided.</p> <p>Minimise the environmental effects from industries.</p> <p>Foster a positive relationship with the industry.</p>
<p>Build partnerships with internal and external stakeholders</p>	<p>Pull people together to accomplish goals that could not be reached individually.</p> <p>Actively engage with stakeholders and other staff.</p> <p>Ensure you collaborate with others within the Compliance Group and across the organisation on achieving Council's goals and vision.</p> <p>Invite participation from diverse groups within and outside Council with common interests to identify opportunities for collaboration.</p> <p>Ensure educational initiatives are undertaken in accordance with priorities identified in projects.</p>

<p>Empowers others to act</p>	<p>Promote participative decision-making and management.</p> <p>Present various options to achieve compliance.</p> <p>Demonstrate team-oriented behaviour, including co-operation and information sharing with internal and external stakeholders.</p> <p>Promote freedom to succeed.</p> <p>Readily accept and review expertise and input from others.</p> <p>Benchmark performance to ensure goals and standards are attained.</p> <p>Consistently push yourself and others for results and continuous improvement.</p>
<p>Fosters a positive culture and working environment</p>	<p>Foster collaboration within the Regulatory Department and across other Council departments.</p> <p>Understand and appreciate the contribution of expert advice and experience from team members and colleagues across the organisation.</p> <p>Seek out expertise and experience of team members and colleagues across the organisation.</p> <p>Encourage collaboration that is consistent with Council's overall vision and strategy and the health needs and interests of the people of the district.</p>

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

Qualifications	<p>A relevant degree qualification (preferably in environmental science, science, planning, or a legal field).</p> <p>Current Drivers Licence.</p>
Experience and knowledge	<p>Experience in enforcement of legislation such as the Resource Management Act 1991, Resource Management Plans, and resource consents conditions is preferred. Experience in excess of five years is preferred.</p> <p>Skills in preparing and presenting at Court, at hearings and Council Committees would be an advantage.</p> <p>Knowledge and experience working with legislation governing resource management and local government.</p> <p>Proven project management skills.</p> <p>Strong research and report writing skills with the ability to interpret complex information relevant for a wide audience.</p> <p>A reasonable level of fitness.</p> <p>An ability to deal frequently with highly sensitive and confidential situations involving the exercise of utmost tact, discretion, and judgement.</p> <p>Highly developed negotiation and conflict resolution skills.</p> <p>Effective leadership skills and the ability to motivate and inspire others to succeed.</p> <p>Proven planning and organisational skills, including the ability to delegate, meet deadlines and work under pressure.</p>

Core Competencies

Adaptability	<p>Ability to maintain a calm, professional manner in challenging situations.</p> <p>Ability to operate effectively in a complex and changing environment.</p>
Commitment to improvement	<p>Enthusiasm for continually increasing knowledge and technical abilities.</p> <p>Enthusiasm for continuous improvement and efficiency in processes.</p>
Communication	<p>Excellent oral and written communication skills which are appropriate and relevant to the audience.</p>
Customer focus	<p>Excellent customer services skills.</p> <p>Ability to understand customers' needs via active listening.</p>
Digital literacy	<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>
Integrity	<p>Ability to handle confidential or controversial information with discretion and professionalism.</p> <p>Takes accountability for own actions.</p>

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

Strategic Framework

Vision	<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>
Mission	<p>We invest in Marlborough's future, our people, quality lifestyle and outstanding natural environment.</p>
Values	<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"> • We are open, transparent and collaborative. • We partner with tangata whenua iwi. • We involve and respect our many cultures. • We are innovative and strive for excellence. • We are adaptive and responsive to community needs. • We work in an environmentally sustainable manner.