

WESTLAND DISTRICT COUNCIL

JOB DESCRIPTION

JOB TITLE

Group Manager - Regulatory and Compliance

PURPOSE

The Group Manager - Regulatory and Compliance is responsible for:

- Leading the Regulatory and Compliance Group.
- Oversee the compliance functions/activities within the department
- Managing key strategic projects.
- Contributing to the Executive Team.
- Providing advice to the Chief Executive and Elected Members.

SPECIFIC DUTIES & RESPONSIBILITIES

Organisation and Management

Effectively manage Council's Building Control, Planning, Environmental Health, Liquor Licensing, Animal Control, and, Regulatory and Compliance activities.

- Optimise the team workload and daily tasks.
- Focus on continuous improvement and the removal of distractions.
- Ensure all technical aspects of the department are understood by all members and that new initiatives are adopted.
- Manage any contractors supporting the department.
- Prepare and manage activity budgets.
- Actively contribute to Annual Plan, and Long Term Plan, processes including operational and capital expenditure budgets
- Ensure all aspects of the regulatory and compliance group comply with relevant Acts/Regulations, and national/regional standards, policies and codes.
- Effectively carry out all functions/responsibilities as District Licensing Secretary for the Westland District Council District Licensing Committee
- Ensure that proper records and documentation as required by statute, regulation, bylaw and policy are kept, and BCA records are transferred to the Territorial Authority in an appropriate manner.
- Ensure the Environmental Health and Compliance Officers carry out their duties as per relevant Acts.
- Ensure the Planning Officers carry out their duties as per relevant Acts and District Plan/ and Operative parts of Te Tai o Poutini Plan.
- Oversee the management of the Environmental Health and Compliance Officers of Animal Control throughout the District.
- Oversee the department's obligations in regard to compliance monitoring and enforcement for Council Bylaws that apply to regulatory and compliance activities.

Provide a high level of Customer Service

- Lead the Regulatory and Compliance Group to optimise customer service in both quality and timeliness.
- Actively promote and demonstrate good customer service.
- Provide a prompt and efficient service within agreed timeframes.
- Ensure customers are treated with respect and in a friendly and professional way.
- Ensure information is accurate and easy to understand (jargon-free).
- Follow-up all matters to ensure customers are aware of the status of their query or complaint.

Leadership

- Provide supportive leadership to ensure that Council and personal objectives are met.
- Ensure staff have clear performance plans and measure their performance against these plans.

- Regular coaching of staff performance – provide feedback on performance standards, set goals and action plan, and review achievements.
- Motivate staff to provide the highest level of service and to work in a team environment.
- Carry out performance reviews for staff.
- Ensure all staff have identified training and development programmes as appropriate.
- Ensure the Regulatory and Compliance team lives by the Vision and Values of Council.
- Contribute to effective recruitment to attract and retain the best person for the position and then ensure a complete and comprehensive induction takes place.

Corporate Contribution

- Contribute to strategic leadership across all functions of Council.
- Have direct responsibility for functions in the Planning, Building Control, Environmental Health, Liquor Licensing, Animal Control and Compliance
- Advise the Council on matters involving these functions.
- Ensure that Council directions, decisions and policies are clearly conveyed to, and understood and implemented by all staff.
- Contribute to and follow the organisation's governance, corporate plans, policies, projects, initiatives and strategies.
- Participate in performance development and assessment processes.

Other Duties

- Contribute to the Te Tai o Poutini Plan as required .
- Support the team by performing other duties and special projects as and when they arise

Financial delegation

- As per Council's Delegation Manual.

Direct reports

- 6

Key relationships

- Chief Executive
- Executive Team
- Mayor and Councillors
- Westland District Council staff.
- District Licensing Committee Commissioner and Members
- Customers: residents, developers, consent and licence applicants and holders, community organisations.
- Government Departments and agencies.
- Building Consent Authority accreditation organisations (e.g. IANZ)
- Other Local Authorities
- Industry organisations, e.g. IANZ, Iwi and Tangata Whenua.
- Consultants & Contractors.

Health & Safety

- To adhere to all Council and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- To implement the removal of hazards where practicable and provide training in this area.
- To investigate accidents and near miss events.
- To ensure staff are trained and kept up to date with any new work safe policy changes.
- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

Civil Defence and Emergency Management

- Reviewing and supporting WDC Civil Defence requirement i.e. being response-ready for both community and council
- Attending Civil Defence forums as required

To meet the Council's statutory responsibilities for Civil Defence and Emergency Management (CDEM) you will be expected to participate in any CDEM training initiatives and undertake activities, as directed as part of Council's emergency response.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritize workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

Qualifications/Experience

- A Post Graduate Degree/Degree in a relevant subject area (Environmental Health / Health Sciences would be an advantage).
- A sound knowledge of the RMA, building industry legislation, policies and procedures.
- Good understanding of Council regulatory responsibilities, e.g. alcohol licensing, animal control and environmental health.
- Minimum of 3 years experience in a similar role or demonstrated capacity through a related role to perform the functions of this role with minimal training.
- Proven experience in the development and review of bylaws/policies (or equivalent).
- A high level of computer literacy with software proficiency covering a variety of applications.
- An understanding of the Council environment, and an appreciation for the political and sensitive nature of Local Government.
- Willingness to become a Local Controller for Westland Emergency Operations Centre (desirable, not essential).

Skills/Attributes

- Excellent Customer Service skills.
- Leadership skills to ensure the team optimises performance with the customer front of mind.
- Demonstrated logical thinking and ability to understand, troubleshoot and propose improvements to complex systems including policies and procedures.
- Creative thinking and initiative.
- Excellent verbal and written communication skills.
- Ability to ensure that work is completed to a high standard and to meet deadlines.
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative.
- Ability to manage time and prioritise and organise workload.