

WESTLAND DISTRICT COUNCIL

JOB DESCRIPTION

JOB TITLE

Business Support Officer - Regulatory and Compliance

PURPOSE

The main purpose of this role is to provide administrative support to the Group Manager - Regulatory and Compliance and the Regulatory and Compliance Group as required.

SPECIFIC DUTIES & RESPONSIBILITIES

Provide effective and efficient administrative support to the Group Manager - Regulatory and Compliance and Regulatory and Compliance Group including:

- Receive and distribute correspondence.
- Generate and edit relevant documentation/reports.
- Manage information and files as required.
- Generate purchase orders, invoices and track payments.
- Set up appointments and meetings internally and externally as directed.
- Take minutes for meetings as required.
- Ensure databases are up-to-date for reporting and monitoring purposes.
- Maintain accurate records.
- Issue infringement/compliance notices.

Provide exceptional customer service for members of the public and internal WDC staff including:

- Ensure websites have accurate, up-to date information on services.
- Respond promptly and accurately to internal and external enquiries.
- Generate and monitor service requests in MagiQ.
- Respond to customer complaints in a timely and professional manner.

Ensure effective business processes and systems:

- Update templates and forms for ease of use.
- Provide training and support for new system users.
- Promote quality and consistency across the Regulatory and Planning Group.

Other administrative tasks as required.

Key Relationships

- Group Manager - Regulatory and Compliance
- Regulatory and Compliance Group
- Customer Service Team
- Westland District Council staff
- Ratepayers, Residents and the General Public

Delegated Authority

- N/A

Staff management

- N/A

Reporting To:

- Group Manager - Regulatory and Compliance

Health and Safety

- Follow all safe work practices, procedures, guidelines and controls.
- Take all reasonably practicable steps to ensure their own safety at work and not cause harm or create hazards to other persons. Encourage others to do the same.
- Actively contribute to hazard identification and hazard management.
- Communicate health and safety issues or concerns directly to their manager or a health and safety representative.
- Report all accidents, injuries, incidents, pain or discomfort and near misses immediately or as soon as possible within 24 hours. This includes damage to property, vehicles and equipment.
- Actively participate in health and safety initiatives and participate in meetings and training.
- Take an active role in any personal treatment, rehabilitation plans or return to work programs if applicable.
- Wear Personal Protective Equipment (PPE) where required and be personally responsible for the use, care and storage of PPE
- Take responsibility for visitors and support visitors to comply with Council Health and Safety Policy and procedures at all times.

Civil Defence/Emergency Management

- To meet the Council's statutory responsibilities for Civil Defence and Emergency Management (CDEM) you will be expected to participate in 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

- NCEA level 2 or equivalent.
- Business Administration and Computing Certificate (desirable)
- At least two years business administration experience

Knowledge / Skills / Attributes

- Computer literacy and the ability to learn new software/programmes
- An understanding of the Council environment, policies and processes (desirable)
- Excellent verbal and written communication skills
- Ability to ensure that work is completed to a high standard and within required timeframes
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative
- Excellent Customer Service skills