

Job title

Business Support Officer – Planning

Job purpose

Deliver administrative and operational support to the Planning Department by managing internal and external enquiries, coordinating information workflows, and ensuring effective communication across departments.

Specific duties and responsibilities**Customer Service and Frontline Support**

- Act as the primary point of contact for internal and external enquiries relating to the Planning Department.
- Deliver a professional, responsive, and customer-focused service aligned with the organisation's values.
- Communicate information clearly and effectively, ensuring responses are accessible, accurate, and free of technical jargon.
- Manage follow-ups to ensure customers are kept informed about the progress and outcomes of their queries or complaints.

Administrative and Operational Support

- Provide comprehensive administrative support to the Planning team.
- Manage and all incoming correspondence, ensuring timely vetting and accurate allocation to the appropriate team member.
- Maintain and manage digital and physical filing systems to ensure records are well organised, current, and easily retrievable.
- Prepare and process purchase orders and invoices, monitor financial transactions, and support reporting requirements through accurate data entry and tracking.

Document Issuance and Statutory Compliance

- Prepare, allocate and enter new applications in accordance with established processes.
- Prepare and issue consent decisions, certificates, and plans in accordance with legal timeframes to maintain 100% statutory compliance.
- Ensure all documents follow Council-approved templates and meet quality assurance standards prior to release.
- Review consent conditions and plans with Building Consent applications to ensure alignment of consented requirements.
- Support the subdivision certification process to maintain 100% statutory compliance.

Statutory Reporting – Ministry for the Environment

- Compile, verify, and submit the annual National Monitoring Standards (NMS) report to the Ministry for the Environment within required timeframes.

- Ensure that all data within MagiQ (or equivalent systems) is accurate and up-to-date to support reliable and compliant reporting

Information Management and Data Coordination

- Manage and maintain planning-related resources, including templates, consent summaries, finance summaries, contact databases, and satisfaction surveys.
- Oversee the upkeep of MagiQ statuses and contribute to the development of new databases for monitoring and reporting purposes.
- Ensure Council website information, application forms, and customer-facing documents are current, accurate, and user-friendly.
- Maintain reliable records for application lapse dates, bond information and compliance monitoring.
- Maintain clear, comprehensive, and up-to-date training notes and procedural guides to ensure business continuity in the event of staff absence.

Hearing Administration

- Coordinate all logistical and administrative aspects of planning hearings, ensuring smooth and professional execution.
- Draft and distribute procedural minutes to relevant stakeholders.
- Act as liaison during the hearing process, responding to enquiries and facilitating effective communication among parties.

Project Management Support

- Coordinate and implement planning-related projects, ensuring delivery within defined timeframes and objectives.
- Allocate tasks appropriately across the team, and monitor progress, providing follow-up and support where required.

LIM Processing – Planning Department Contributions

- Conduct Planning checks for Land Information Memorandums (LIMs), ensuring 100% compliance with personal processing deadlines.
- Ensure the accuracy, relevance, and clarity of all information provided within LIMs.

Other Duties:

- Supporting the team by completing other duties as and when they arise.

Key Relationships

Internal

- Planning Team
- Building Control Authority
- Executive Leadership Team

External

- Ratepayers, residents, general public
- Government departments
- Local authorities
- Local Government NZ

Delegated Authority:

N/A

Staff management:

N/A

Reporting To

Planning Manager

HEALTH AND 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.

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

General Duties

- Be punctual and work the hours and times specified.
- Prioritise 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 and education

Qualifications/Experience:

- Significant experience in a customer service or administration role.
- NCEA level 2 or equivalent.

Skills / Attributes:

- Excellent Customer Service skills
- 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
- Advanced computer literacy
- An understanding of the Council environment, policies and processes is desirable
- Able to demonstrate a commitment to and respect for Te Tiriti o Waitangi and its principles and incorporate these into your work

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.