

Job title General Manager – Regulatory and Compliance

Reporting to: Chief Executive

Staff management: 4 direct reports

Job Purpose

General Manager – Regulatory and Compliance is a key member of the Council’s Senior Management Team (SMT) and is responsible for the strategic and operational leadership of the Regulatory and Compliance functions. This includes ensuring Council’s statutory responsibilities are met under the Resource Management Act, Building Act, Local Government Act, and other key legislation. The role provides senior advice to the Chief Executive and Elected Members and leads the delivery of high-quality services across planning, building, environmental health, liquor licensing, animal control, Hokitika Pool and compliance.

Duties and Responsibilities

Leadership and Strategy

- Provide strategic leadership and direction across regulatory and compliance services to achieve Council’s objectives.
- Contribute to the SMT’s strategic decision-making and planning processes.
- Develop and implement policies, strategies, and initiatives that support sustainable growth and community wellbeing.
- Ensure a high-performance culture by fostering collaboration, professional development, and continuous improvement within the team.
- Serve as a key contributor to the development of Council’s Long Term Plan and Annual Plans.

Regulatory and Planning Services

- Oversee the effective implementation of statutory planning functions, including resource management, environmental planning, and urban development.
- Ensure compliance with relevant legislation, including the Resource Management Act, Building Act, Local Government Act, and other applicable regulations.
- Lead the regulatory and compliance teams in delivering efficient building consenting, environmental health, animal control, and compliance functions.
- Manage relationships with government agencies, stakeholders, and the community regarding regulatory and planning matters.

Customer Experience and Community Interface

- Lead a customer-focused approach to regulatory service delivery.
- Ensure information is accessible, jargon-free, and services are delivered within agreed timeframes.
- Monitor complaints and service requests and ensure effective resolution.
- Promote proactive communication and consultation with residents, applicants, businesses, and stakeholders.

Financial and Operational Management

- Develop and manage budgets, ensuring cost-effective service delivery while maintaining financial sustainability.
- Monitor performance metrics, reporting on progress against strategic and operational objectives.
- Drive continuous improvement and innovation to enhance service efficiency and customer experience.

Stakeholder and Relationship Management

- Represent Council in engagements with government, iwi, businesses, and the wider community.
- Represent Council on matters of regulatory policy and operations.
- Build and maintain strong partnerships with local and central government agencies, community groups, and industry stakeholders.
- Ensure effective communication and consultation with elected members, the executive team, and the wider community.

Key Relationships

Internal:

- Senior Management Team
- Elected Members and iwi representatives
- Westland District Council Staff

External:

- Government agencies and industry bodies
- Customers: Residents, developers, consent and licence applicants and holders, community organisations
- Building Consent Authority accreditation organisations (e.g. IANZ)
- Industry Organisations
- District Licensing Commissioner and Members
- Government Departments and agencies
- Other Local Authorities
- Consultants and Contractors

Delegated Authority:

- \$100,000

Skills, experience and education

Education and Certification:

- Tertiary qualification in planning, environmental management, law, public administration, or a related field.
- Professional accreditation or membership with recognized industry bodies is an asset.

Experience:

- Extensive experience managing regulatory and planning operations, ensuring compliance and driving sustainable development
- A sound knowledge of the RMA, building legislation, policies and procedures.
- Familiarity with bylaw and policy development, implementation, and enforcement.
- Proven experience working with elected members and navigating the political environment of local government.

Skills

- In-depth knowledge of regulatory frameworks, planning policies, and statutory requirements, with demonstrated ability to interpret and apply these in complex environments.
- Proven strategic leadership experience, including setting direction and overseeing operational delivery in regulatory, planning, and compliance functions.
- Ability to translate technical and legislative requirements into clear, actionable strategies aligned with Council priorities and community wellbeing.
- Strong financial and risk management capabilities, including budgeting, compliance monitoring, and performance reporting.
- Excellent communication skills, with the ability to convey complex information clearly and effectively to a wide range of audiences.
- Exceptional stakeholder engagement and relationship-building skills, including political acumen and experience working with iwi, elected members, and external agencies.
- Demonstrated ability to lead high-performing, multidisciplinary teams, fostering collaboration, accountability, and continuous improvement.

Health and Safety

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

Civil Defence/Emergency Management

- 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.