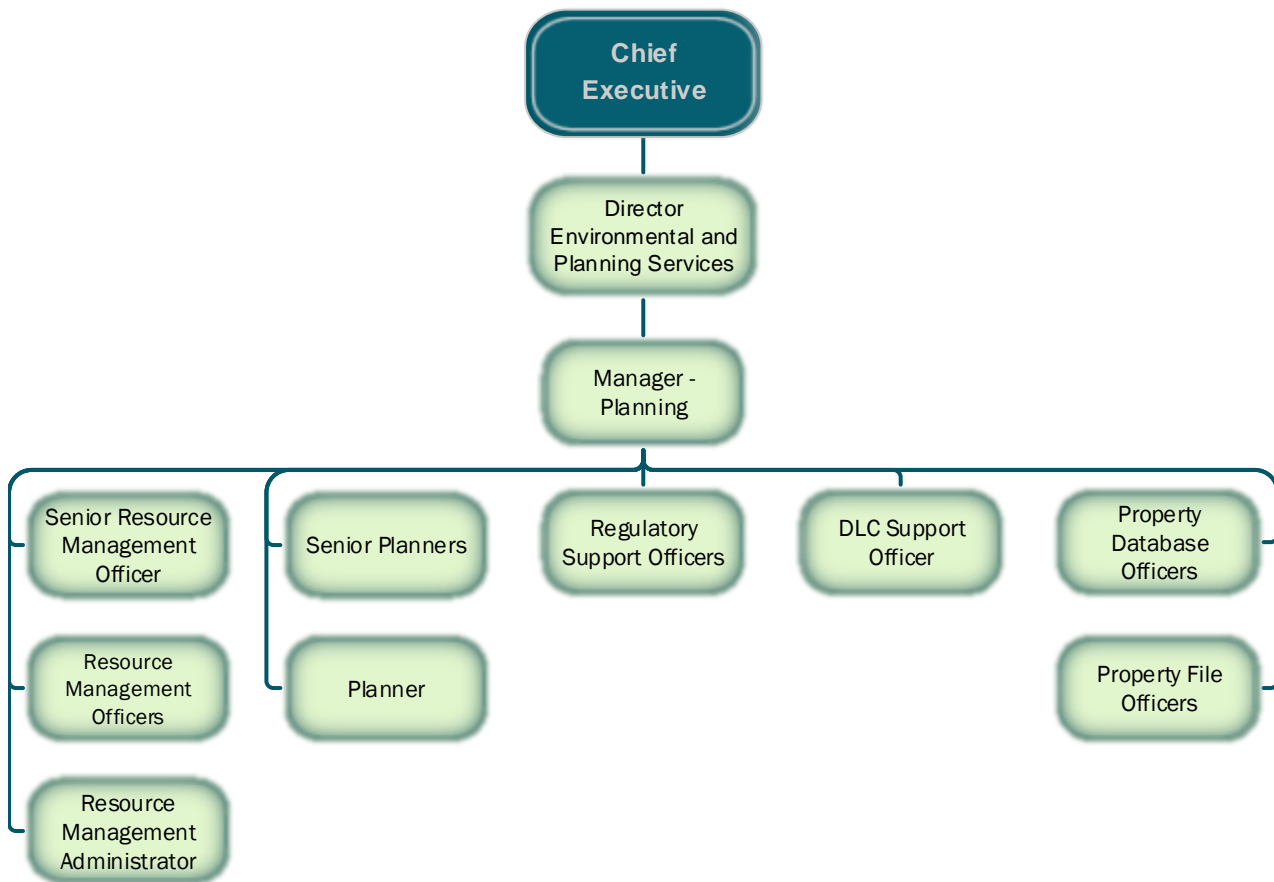


JOB DESCRIPTION

| | |
|-------------------------|-------------------------------------|
| Job Title | Regulatory Support Officer |
| Tenure / Hours | 40 Hours per week, permanent |
| Directorate | Environmental and Planning Services |
| Responsible to | Manager - Planning |
| Responsible for | N/A |
| Budget Responsibilities | N/A |
| Delegations | As per Delegations register |
| Date | March 2017 |



ORGANISATIONAL CONTEXT



JOB PURPOSE

To provide first point of contact in regard to regulatory matters so that customers are given the correct information in response to their enquiry. This will include vetting applications for completeness and arranging meetings with relevant technical staff when complex issues need to be addressed.

To process LIMs and check building consent applications for compliance with planning and environmental health requirements within required time frames.

FUNCTIONAL RELATIONSHIPS

It is a key responsibility that relationships must be developed and maintained in such a way as to bring about a positive and respectful response from those the team member liaises with.

EXTERNAL TO COUNCIL

- Clients/public.
- Outside agencies and professional organisations.
- Community groups and organisations.

WITHIN COUNCIL

- The Building Department's Customer Support Staff.
- The management and staff of the Directorate.
- Other Invercargill City Council employees.

KEY ACCOUNTABILITIES

Regulatory Customer Support

Act as first point of contact for customers entering the Civic Administration Building asking for Regulatory Support.

Respond to phone and e-mail enquiries.

Applications are received, vetted for completeness and lodged.

Arrange for customers to meet with technical staff when complex development proposals are involved.

Have knowledge about regulatory processes and procedures.

Keep up to date with new legislation and updates.

YOU ARE SUCCESSFUL WHEN

- Customers feel listened to and have a clear understanding of what they need to do.
- Information provided is accurate, current and processes explained.
- Where a voice mail message is left it is replied to within one hour.
- Email requests are responded to within 12 hours.
- Notes of information provided are made and saved against the relevant property file, application or request for service.
- Applications are received and receipted on the ground floor.
- Assistance is provided to enable clients to use on-line services.
- Appointments are made with appropriate staff.
- You are deemed competent in your knowledge and practices of regulatory activities.
- Clients are confident and know what information they need to provide.
- You are willing to undertake ongoing training and support in regard to legislation and processes.
- The customers are provided with the most correct up to date information.

LIMs

Process LIMs for the Planning and Environmental Health Department.

- The timeframe for processing LIMs is met.

Building Consents

Check building consent applications for compliance with Planning and Environmental Health requirements.

- The time frame for processing building consents is met.
- Relevant departments are advised when approvals / consents are required so that the technical officers can contact the applicant.

| KEY ACCOUNTABILITIES | YOU ARE SUCCESSFUL WHEN |
|---|--|
| Quality Management System | |
| Undertake all tasks in accordance with the Quality Management System. | <ul style="list-style-type: none"> ▪ The service is provided in accordance with the procedures of the Quality Management system. |
| Customer Excellence | |
| Act as an ambassador for our Council, going above and beyond to provide both internal and external customers with exceptional service at all times. | <ul style="list-style-type: none"> ▪ You are regarded as approachable, interested and friendly. ▪ You stop to listen, learn and understand when assisting customers. ▪ Customers recognise they have received the level of support and service they seek. ▪ You take the initiative to improve work practices and to get the best possible outcome. ▪ Problems and complaints are acknowledged, solutions identified and promptly acted upon. ▪ Council confidentiality policies are met when dealing with customer information. |
| Teamwork | |
| Work together with other members of the Directorate to get the job done. | <ul style="list-style-type: none"> ▪ You willingly share your knowledge and experience. ▪ Communication is open, honest, appropriate and considerate. ▪ You demonstrate positivity and respect, and support and care for your colleagues. ▪ You demonstrate initiative and commitment to team objectives, actively participating in group activities. ▪ You are open and receptive to change. ▪ You challenge yourself and others to make it better. ▪ You maintain confidences and avoid hurtful gossip. |
| Professional Development – self | |
| Identify areas for personal and professional development. | <ul style="list-style-type: none"> ▪ Training and development needs are identified, agreed with direct line manager and implemented annually. |
| Civil Defence Emergency Management | |
| Assist Council in preparing for and responding to an emergency. | <ul style="list-style-type: none"> ▪ After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency. |
| Health and Safety | |
| Take all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Council's Health and Safety policies, procedures and systems. | <ul style="list-style-type: none"> ▪ You understand and consistently meet your obligations under Council's Health and Safety policy/procedures. ▪ You actively encourage and challenge your peers to work in a safe manner. ▪ You strive for best practice in Health and Safety at all times. |
| Other Duties | |
| <p>From time to time you may be required to undertake duties in addition to those outlined but which fall within your capabilities and experience.</p> <p>Looking for opportunities to improve systems, processes and work practices – both within your own position and the organisation as a whole.</p> | <ul style="list-style-type: none"> ▪ You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. ▪ You suggest new ideas and make refinements to systems, processes and work practices within your own role, and make suggestions for improvement to the organisation as a whole. |

NOTE: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your manager as part of the performance development process.

PERSON SPECIFICATION

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current job holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

| | ESSENTIAL | DESIRABLE |
|---|--|--|
| Education and Qualifications | <ul style="list-style-type: none"> Tertiary qualification in a related field such as Resource Management or Environmental Health. Current NZ motor car driver's licence. | <ul style="list-style-type: none"> Bachelor degree in a resource management or environmental health related field. Mediation / Negotiation qualification. |
| Knowledge, Skills and Experience | <ul style="list-style-type: none"> Customer service ethos. Excellent oral and written communication skills. Excellent problem solving and decision making skills. Well-developed computer knowledge, particularly in the use of Microsoft Office, Word, Excel and other databases / software applications. Good time management skills. Experience in operating within a quality system. | <ul style="list-style-type: none"> Well-developed networking skills. General knowledge of local government regulatory practices. 5 years' experience in local government regulatory services. |
| Personal Qualities | <ul style="list-style-type: none"> Physical ability to carry out all tasks required. A good listener and communicator, with the ability to diffuse potentially inflammatory situations relating to the public. A positive and enthusiastic outlook and a professional, courteous and helpful attitude at all times. Ability to adapt to changing workplace conditions and circumstances. A high level of initiative - a self-starter. Ability to listen, work through issues, offer solutions and be innovative. High level of attention to detail. | |

CHANGES TO JOB DESCRIPTION

This Job Description may be reviewed as part of the preparation for your annual performance review.

Acknowledged / Accepted:

.....
Employee

.....
Date

.....
Manager

.....
Date