



POSITION DESCRIPTION

Position: Regulatory Assistant	Group: Regulatory and Customer Services
Job-holder:	Location: Taumarunui
Responsible to: Executive Manager, Regulatory and Customer Services	Date: March 2024
Responsible for: Providing administrative assistance to the Executive Manager and to the planning team focusing on Council priorities of effective and consistent application of regulation and creating a business-friendly environment and excellence in customer service.	

OUR DISTRICT:

We are proud of our reputation in the community and are working hard to bring to life the 10-year Long Term Plan (LTP). Council is on a journey to drive and support the development of safe, prosperous, rural communities that thrive and capitalise on our agriculture, business and tourism sectors, while sustaining our beautiful environment. We are doing this through promoting an environment which is sustainable, enhances the quality of life, and meets the needs of our present and future citizens and visitors to the Ruapehu District. We serve a population of 13,000 spread across 6,730 square kilometres, with an annual turnover of \$40 million and assets of \$400 million including one million visitors to our unique and beautiful environment.

The Ruapehu District offers an enviable lifestyle on offer with the Tongariro World Heritage Park and the Whanganui National Park, as well as having superior snow sports, Cycle trail, trekking, kayaking, hunting and fishing at our doorstep to support a healthy work life balance.

OUR LEADERSHIP PHILOSOPHY:

Our leadership ethos is founded in valuing People, Teamwork and Continuous Improvement through our day to day activities, behaviours and our interactions with staff, iwi, and key stakeholders in our community. We are respectful in our approach and lead by example. See Attachment 1, "Three Pillars of our work at RDC".

POSITION OVERVIEW:

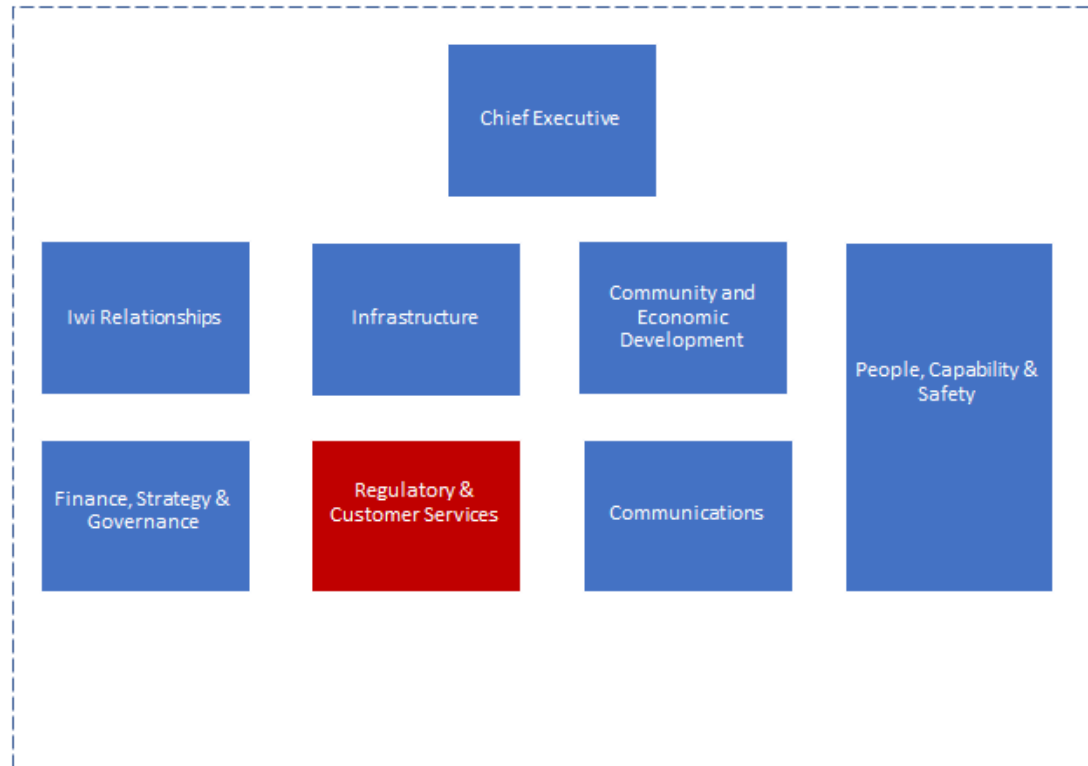
To assist the Executive Manager and Planning Team to carry out the administrative statutory functions and obligations of Ruapehu District Council (RDC) to a high quality. To provide an effective and efficient service with high customer service standards and professional acumen.

Financial & Non-Financial Delegations:

Number of direct/indirect reports: nil

Expenditure Authority Levels: Individual expenditure items within approved budgets and delegations

Organisational Context:



LEVEL OF AUTONOMY AND DEGREE OF DELEGATION:

The position works within legislative requirements and requires some anticipation to support others. The role is cooperative in nature and is accountable for providing assistance and information to the planning and wider regulatory and customer services team members on behalf of the Executive Manager.

STAKEHOLDER ENGAGEMENT:

Internal: Regulatory and Customer Services Team, Chief Executive, Executive Managers, RMA team, elected members and all other staff.

External: Consultants, Developers, local Iwi and hapu, Surveyors, Builders, members of public, service providers.

THE ROLE:

The role has dual core responsibilities providing the necessary assistance to the Executive Manager and to the planning team, specifically the RMA Administrator.

KEY ACCOUNTABILITIES – this table forms the basis for annual KPIs

- The Executive Manager is supported effectively and efficiently
- The Planning Team are supported effectively and efficiently
- A customer centric and business friendly approach is demonstrated and role modelled
- High level of task prioritisation based on organisation and legislative risk
- Back up assistance to the wider Regulatory and Customer services Team
- Technology and support

Key Performance Areas	Key Accountabilities	Key Performance Indicators
RDC Values	Conduct all business activities in line with the Council's shared values.	Demonstrate Council's shared values in all business activities and business engagements with both internal and external partners.
Executive Manager	<p>The Executive Manager is supported effectively and enabled to fulfill their purposes and outcomes within the organisation, ensuring a no surprises approach.</p> <p>Support services include but are not limited to:</p> <ul style="list-style-type: none"> • Coordinate meetings • Message taking and gatekeeping, responding to customers on behalf of Executive Manager • Purchase orders • Correspondence and memorandums • Keep up to date with electronic filing in document management system and governance agenda requirements • Research for the preparation of draft and final reports 	<p>Provide a high level of executive support on all task as directed by the Executive Manager, demonstrating expert attention to detail and efficiency in meeting time frames and compliance in all business activities.</p> <p>Ensure that records are accurate and up to date and that all relevant follow up action is recorded and actioned.</p> <p>All working documentation is easily accessible and draft or final reports are prepared within the timeframes given.</p> <p>Executive Manager task specific timeframes are met and follow up action is taken promptly as required.</p>

	<ul style="list-style-type: none"> • Liaise with team members as required to gain cooperation • Meeting agendas and minutes for team and cross functional meetings • Follow up actions from meetings 	<p>Accurate meeting agenda and minutes are presented within appropriate timeframes. The Executive Manager is fully supported and prepared for meetings as required.</p> <p>Escalations and complaints are minimised due to appropriate intervention.</p> <p>Sensitive workflows are kept confidential.</p> <p>Collaboration is achieved via positive professional delivery.</p> <p>Show a good working knowledge of Council’s technology systems.</p>
<p>Planning Team</p>	<p>Assisting the planning team members to meet their key performance indicators and legislative requirements under the Resource Management Act</p> <p>Support services include but not limited to:</p> <ul style="list-style-type: none"> • Resource consent function administration tasks • Service request actions • Invoicing admin • Consent monitoring admin and coordination • National Planning Standards implementation • Support task actions from cross functional development meetings 	<p>Administration of resource consent applications is accurate and they are processed in a timely manner, meeting statutory requirements of the Resource Management Act 1991.</p> <p>Planning team members are supported and wider team functionality is increased</p> <p>Senior team members are able to enhance pre application meetings and business case management</p> <p>Senior team members are able to provide research support for Executive Manager on RMA reform and regional collaborative workstreams</p> <p>Council’s processes are up to date and compliant with the Resource Management Act 1991 in terms of administration of resource consents.</p> <p>Efficient processes are in place to monitor requirements for relocated buildings, including a robust process for related bond refunds.</p> <p>Co-ordination and preparation of files for non-notified, limited notified and notified resource consent applications is accurate, clear and concise.</p>

		Comments from internal and external experts are followed up on ensuring their comments are received in a timely manner.
Other Duties	<ul style="list-style-type: none"> Provision of other related services as assigned by the Executive Manager 	<ul style="list-style-type: none"> All duties completed in a professional, timely and safe manner with undue fuss
Health, safety and compliance	<p>The Chief Executive, as the Officer, has overall responsibility for the effective management of workplace health and safety within Ruapehu District Council (the PCBU).</p> <p>However, safety is everyone's responsibility, and all workers should strive to meet and exceed the requirements of the Health and Safety at Work Act 2015.</p> <p>Take reasonable care of your own health and safety, with reasonable care that your actions or omissions do not affect the health and safety of other people.</p>	<p>Demonstrate reasonable care for personal health and safety and for the care of others.</p> <p>Ensure policies and procedures relating to health and safety in the workplace are always adhered to and co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace.</p> <p>Report all hazards and risks in a timely manner, following the relevant hazard reporting procedure.</p>
Technology and systems	Adhere to the use of all council technologies and digital platforms inclusive of DWS and Microsoft office programs.	Demonstrate a good working knowledge and consistent use of our technology systems, ensuring related council documents are accessible and up to date.

ANY OTHER INFORMATION RELATED TO POSITION:

The council is responsible for Civil Defence emergencies. It is understood that all employees will be trained and may be called on to keep open essential services and may participate in emergency management training and respond to adverse events and assist in other duties as required.

PERSON SPECIFICATION

Professional & Technical Competencies

- Knowledge of the Local Government and Resource Management Acts
- Understands relevant laws and regulations and how they affect the tasks and responsibilities in one's job
- Minute taking skills
- Local knowledge of district
- Maturity in manner

Formal qualifications

Essential:

- NCEA Level 3 or equivalent.
- A strong knowledge and understanding of the MS suite of products.

Preferred:

- Tertiary level education in the resource management fields.
- Current Full New Zealand Driver's Licence
- Several years' experience in a similar role

Depth and breadth of experience:

- Demonstrated experience in Microsoft office, particularly Word, Excel, Outlook, and administration support.
- High standard of confidentiality
- Ability to take initiative under pressure.
- Excellent communication and interpersonal skills
- Ability to prioritise work and problem solve.
- Ability to work with staff and public at all levels.

POSITION-HOLDER:

NAME:

MANAGER

NAME

SIGNATURE:

DATE:

SIGNATURE:

DATE:

Attachment 1

The Three Pillars of our work at RDC

People

- Our job is to serve the people of the Ruapehu. Every customer and community member is to feel that they are listened to, treated respectfully, and we 'go the extra mile' to find solutions for them;
- We must be good and sincere communicators, and 'do what we say we will do when we say we'll do it';
- We must ensure that our customers, including other staff are, satisfied with our service;
- We must each individually commit to building a great workplace, where every staff member "starts each day with a sense of purpose and ends each day with a sense of accomplishment".

Teamwork

- We must trust each other's abilities and roles in the organisation;
- We must respect each other's different perspectives, cultures, life and work experiences – because these are strengths;
- We must accept our limitations and need of others – to work together for better results for our customers and community.

Continuous Improvement

- We must accept responsibility and accountability for our own work;
- We must challenge and try to improve everything we do to deliver quality results;
- We must not be afraid to lead change to deliver better services to our community;

- We must commit to consistently achieving more cost-effective and smarter ways to work;
- We must provide effective and efficient services and assets to our communities at all times.