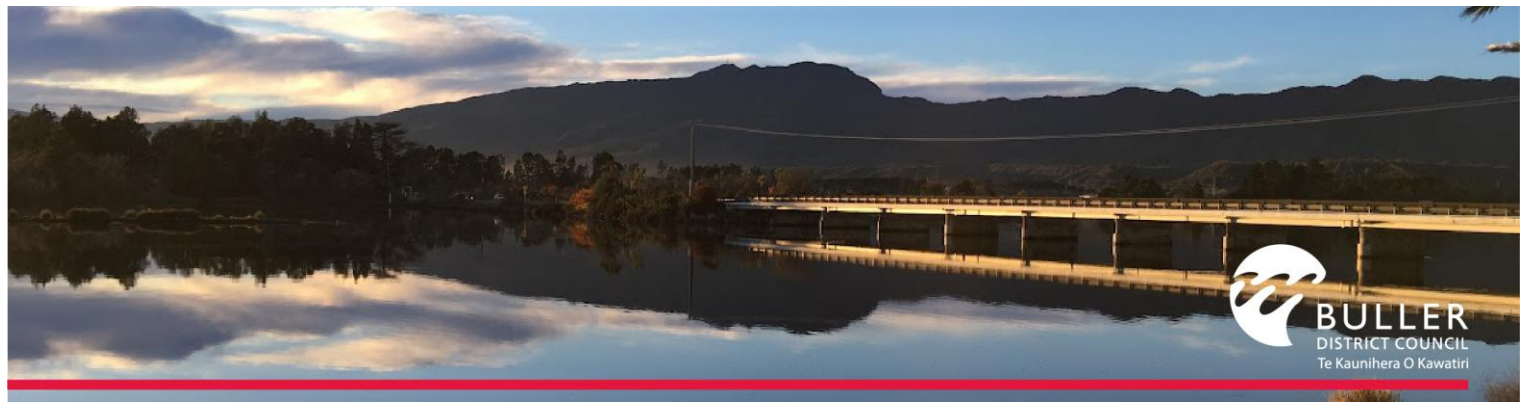




Position Description: Regulatory Compliance Team Leader

The position reports to: Group Manager - Regulatory Services

Career level: 19

Hours of work: 40

Position purpose:

To lead and oversee Council's Regulatory Compliance functions, providing guidance, support, and direction to the Regulatory Compliance team while ensuring delivery of regulatory services in line with legislative requirements and Council objectives. The role is responsible for managing environmental health, resource management compliance, and building compliance activities, including monitoring, investigation, enforcement, education, and contractor oversight. The position supports the protection of public health, safety, and the environment through effective compliance programmes, promotes best practice regulatory approaches, and assists in ensuring Council meets its obligations under the relevant legislation, including the Resource Management Act, Building Act, and associated regulatory frameworks.

The Key areas of responsibility include:

Team Performance & Development

- Manage recruitment, selection and retention of compliance personnel to ensure appropriate staffing within the team.
- Develop and implement training plans, objectives and key performance indicators.
- Manage workloads and rosters for compliance staff.
- Authorise time sheets and leave applications.
- Manage the issuing of Warrants of Appointment

Environmental Health Management

- Manage the contractor to ensure the registration of food businesses in a manner that assists business owners to meet their regulatory obligations.
- Manage the contractor to plan and implement work programmes in line with organisational objectives and legislative directions to ensure the consistent and professional inspection and evaluation of all registered and licensed premises.
- Manage the contractor to ensure registration and inspection of campgrounds, funeral directors and public swimming pools.
- Manage EHO registers: food complaints, health complaints etc.

	• Create and manage policies and bylaws aimed at protecting, promoting the health of our community
RMA Compliance	• In conjunction with the Planning Department support complaint investigations and as required act as the investigating officer for site visits. • Follow processes, procedures accurately to ensure a consistent consideration of all compliance issues. • Issues are recorded and an active monitoring list is kept updated to reflect progress and outcomes. • Responses are provided within deadlines and communicate Council's views in a clear and convincing manner.
Building Compliance	• Support the Manager Building as required for the following: ○ to manage and maintain a risk-based system for the auditing of Building Warrant of Fitness (BWOFF) on an ongoing basis with support from compliance team members. ○ Create and amend compliance schedules for relevant buildings and building consents. ○ Preparing, issuing, and managing notices related to non-compliance, such as Notices to Fix, and potentially initiating enforcement actions, including court proceedings if necessary. ○ Manage, maintain & monitor the Dangerous, Affected and Insanitary Buildings register ensuring compliance with the applicable legislation and council policy. ○ To carry out discretionary powers permitted by legislation that may require investigation, interpretation and or enforcement. ○ Providing clear and accurate advice to the public and other stakeholders regarding building regulations and compliance requirements. ○ Oversee TA function for Earthquake Prone Buildings ○ Manage the Certificate of Public Use (CPU) register ○ Maintaining accurate records of inspections, investigations, and enforcement actions, and reporting to relevant authorities.
Stakeholder Engagement & Relationship Management	• Provide excellent, accurate and prompt customer service to record and follow up on customer enquiries. • Adhere to Council customer service policy and procedures. • Respond professionally to all types of enquires relating to applications, approvals, investigations and resolving property related building complaints. • Respond to customer needs in relation to technical advice. Providing support to other positions in Council, which are involved in customer service response.

	• Ensure a high level of communication is effectively maintained within the team, organisation and all external and internal customers. • Actively engage in a positive team environment. • Actively engage in annual competency assessments and ongoing training, educational and personal development opportunities.
Risk Management	• Ensure risk assessment is completed for all sites before entering. • Report any risks identified to the relevant immediately. • Follow all Council processes and policies to minimise risk. • Ensure all legal obligations are complied with.
Financial Management	• Assist with the budgetary processes for the functions under your leadership – this includes Annual Plan and LTP • Report on budget variances monthly to the Group Manager- Regulatory Services

Deliverables:

Performance	• Achieve performance goals and expectations and follow leadership instructions on time and to a high standard consistently. • Report on progress to plan against own KPIs • Take an active role in own goal setting, learning and development. • Correctly and appropriately use technology as required for the role, including new technologies. • Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment. • Comply with all legislation and Council policies. • Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment. • Set a positive example for punctuality, attendance and work ethic.
People & Capability	• Be a positive and constructive team member. • Collaborate on cross team/discipline projects and teams as required. • Constructively and successfully adapt to changes. • Take positive actions to keep self and others physically and psychologically safe and well. • Attend, be prepared for, and engage constructively in all meetings. • Deliver exceptional customer service consistently (make every interaction count) • Build effective, sustainable relationships at all levels.

Requirements for all staff

- Buller District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partners to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks, and incidents are reported using Damstra.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Buller District Council policies and processes.

Emergency Management requirements for all Council Staff

- Buller District Council has a legislative responsibility to respond to adverse events within our communities. As such, staff are required to assist the Emergency Management Team in responding to such an event. Family circumstances and BAU roles will be taken into account.

Required assistance will include:

- Contribution to the preparation of Business Continuity Plans where applicable
- CIMs training for one or more function
- Participation in Civil Defence exercises
- Response during to civil defence emergencies or adverse events wherever possible and if it is safe.
- Recovery work post-event

Key relationships

Internal	External
• CEO • Group Manager Regulatory Services, • Planning Manager, • Building Manager, • Compliance Team lead – Field Operations • Other Regulatory Services department staff, • All other council staff	• Contractors • Local Businesses • Local Building operators & developers, • Government officials, • Consultants, • Other regulatory authorities, • General public.

Skills and Experience

Essential	Desirable
• Experience in local government Compliance field • Knowledge of relevant regulations, codes, and standards. • Investigative Skills - ability to gather and analyse information, conduct interviews, and prepare reports. • Analytical skills: To evaluate data and make informed decisions. • Communication skills: To effectively interact with stakeholders and present plans. • Problem-solving skills: To address challenges and find solutions. • Exceptional customer service, anticipating needs and responding promptly and courteously.	• Appreciation of the political and sensitive nature of Local Government. • Able to work closely with others in a team environment and unsupervised. • Always look for the best and most efficient way to achieve the desired outcome. • Flexible and able to prioritise and balance conflicting demands. • Be able and prepared to adjust to change as legislation requires and evolve as needed. • Have well-developed people skills that enables you to work professionally and effectively with a wide range of internal and external stakeholders, whilst ensuring compliance is achieved. • Have good time management skills with a strong commitment to completing tasks. • Proactively continue learning to maintain the high level of technical skills necessary to achieve the primary objectives of this role. • High level of honesty, integrity, confidentiality and a trustworthy manner. • Hold and maintain a current New Zealand driver's licence.

Education, Qualification, Memberships

Essential	Desirable
• A diploma or degree in any area of regulatory services or; • 3 years' within building regulation or building industry or; • A degree or qualification which is equivalent to Environmental Health Officer status under the Environmental Health Officers Qualifications Regulations 1993 or;	• Ability to achieve/maintain qualifications and competencies as required by the role. • NZQA Level 4 Certificate in Building Regulation or an equivalent. • A tertiary level qualification in resource management, planning or related fields.