

Position Description: Compliance Support Officer

The position reports to: Team Leader Field Operations **Career level:** 10

Hours of work: 20 - 30

Position purpose:

Provide a customer responsive and solutions focused approach to the delivery of quality compliance services in accordance with to relevant laws, regulations, and internal policies & bylaws for the Buller District.

The Key areas of responsibility include:

Compliance Processes & Practises	• Monitoring and enforcement of policies and bylaws including by not limited to:
	  • Freedom Camping;
	  • Noise Control;
	  • Abandoned Vehicles;
	  • Litter Control;
	• Identify any potential breaches relating to policies and bylaws and where required issue infringement notices in accordance with statutory obligations.
	• Ensure that evidence gathered is robust and meet the statutory requirements of the relevant Acts, legislation and bylaws.
	• Ensure initial responses to complaints and incidents are conducted in a manner that contributes to a high standard of investigation, including scene examination and evidence gathering.
	• Accurate and informative records of all Service Requests including dates and relevant information and action taken are completed within a timely manner.
	• Prosecutions including infringement notices are carried out within legislative timeframes and in accordance with relevant legislation.

Dog and Animal Control	• Maintain an environment within our district which is safe for members of the public, dog owners, children and visitors to the area. • Monitor and investigation of all compliant alleging nuisances, interview complainants and offenders and obtain statements as necessary.

	• Implementation of the Dog Control Act, Bylaw and Policy and Impounding Act is delivered to a high standard and complied with all legislative requirements whilst engaging with and educating our customers. ✓ Accurate and informative records of all Service Requests including dates and relevant information and action taken are completed within a timely manner. ✓ Work is completed in accordance with relevant procedure manuals, processes, forms and checklists. ✓ Adequate evidence is assembled to support warnings, infringements and prosecutions. • Keep accurate records of information relevant to dogs and their owners. • Educate dog owners on their obligations regarding containment to reduce the number of wandering dogs & as required provided behavioural advice to dog owners. • Liaise with key stakeholders - Police, veterinary practices and SPCA. • Ensure the pound is kept in a clean and sanitary condition at all times & ensure all impounded dog/animals receive adequate care, attention and exercise.
Stakeholder Engagement & Relationship Management	• Provide excellent, accurate and prompt customer service to record and follow up on external & internal customer enquiries. • Ensure a high level of communication is effectively maintained within the team, organisation and all external and internal customers. • Provide professional and coordinated technical advice to all customers. Actively assist in educating members of the public and interest groups on district matters. • Actively engage in a positive team environment. • Actively engage in annual competency assessments and ongoing training, educational and personal development opportunities.

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.

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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
• Group Manager Regulatory Services, • Manager Compliance • Manager Building, • Other Regulatory Services department staff, • Reefton Customer Services team, • IS staff, • CEO	• Government officials, • Other regulatory authorities, • Local Businesses' • Consultants & Contractors • Ratepayers, Residents and the General public. • SPCA & Veterinarians

Skills and Experience

Essential	Desirable
• Experience in handling animals especially dogs and dogs with aggressive behaviours • Knowledge of relevant regulations, codes, and standards. • Investigative Skills - ability to gather and analyse information, conduct interviews, and prepare reports. • 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. • Hold and maintain a current New Zealand driver's licence.	• 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. • 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.

Education, Qualification, Memberships

Essential	Desirable
• 3 years within regulatory compliance.	• Working toward a NZ Certificate in Regulatory Compliance or 1-3 years' experience in a regulatory / compliance or enforcement role