



Job Description

Job title	Regulatory Compliance Officer
Group	Regulatory Services
Section	Regulatory Compliance
Responsible to	Regulatory Compliance Team Leader
Responsibility for employees	None
Date	February 2017

Job purpose

This job exists to implement the Regulatory Compliance Programme, which has four components – National Environmental Standards; resource consent and regional plan compliance monitoring and enforcement; proactive regulatory compliance; and contaminated land and waste management.

Compliance Officers advocate, monitor and enforce to achieve compliance with the Resource Management Act (1991), Regional Plans and Bylaws. This includes engagement with internal and external stakeholders, raising public and industry awareness of council roles and responsibilities by providing specialist and up-to-date advice based on sound knowledge of best practice and in line with constantly evolving legislative, policy, planning documents and frameworks.

Functional relationships (relating to others)

External	Purpose and frequency of contact
<ul style="list-style-type: none"> Consultants and contractors 	<ul style="list-style-type: none"> Gaining Cooperation, advising, Liaising, resolving conflicts, Daily
<ul style="list-style-type: none"> Technical or legal professionals 	<ul style="list-style-type: none"> Clarifying and Understanding Weekly
<ul style="list-style-type: none"> General Public 	<ul style="list-style-type: none"> Communicate, gaining cooperation, advising, liaising, resolving conflicts Daily
<ul style="list-style-type: none"> Industry groups 	<ul style="list-style-type: none"> Gaining Cooperation, advising, Liaising, resolving conflicts, Occasionally
<ul style="list-style-type: none"> Resource management agencies 	<ul style="list-style-type: none"> Communicate, gaining cooperation, advising, liaising, Occasionally
<ul style="list-style-type: none"> Research institutes 	<ul style="list-style-type: none"> Clarifying and Understanding Occasionally
<ul style="list-style-type: none"> Iwi and other community groups 	<ul style="list-style-type: none"> Clarifying and Understanding, advising, liaising. Weekly
<ul style="list-style-type: none"> Environment Court 	<ul style="list-style-type: none"> Clarifying Occasionally

<ul style="list-style-type: none"> Local Authorities 	<ul style="list-style-type: none"> Communicate, gaining cooperation, advising, liaising, 	Daily
<ul style="list-style-type: none"> Consent applicants 	<ul style="list-style-type: none"> Communicate, gaining cooperation, advising, liaising, 	Occasionally
<ul style="list-style-type: none"> Submitters 	<ul style="list-style-type: none"> Communicate, gaining cooperation, advising, liaising, 	Occasionally

Internal	Purpose and frequency of contact	
<ul style="list-style-type: none"> Staff at all levels 	<ul style="list-style-type: none"> Collaboration, Communicate, gaining cooperation, advising, liaising, 	Daily
<ul style="list-style-type: none"> Councillors 	<ul style="list-style-type: none"> Providing information and responding to queries 	Occasionally
<ul style="list-style-type: none"> Specialist technical planning and/or scientific staff 	<ul style="list-style-type: none"> Liaising, Collaboration, advising 	Occasionally

Key result areas

The job encompasses the following major functions or key result areas:

- Operational management
- Relationship management
- Project management
- Corporate contribution

The requirements in the above key result areas are broadly identified below:

Key accountabilities

Key accountabilities (jobholder is responsible for)	Key accountability measures (jobholder is successful when)
<p>1 Operational management</p> <ul style="list-style-type: none"> Promotes, monitors and investigates compliance with the Resource Management Act, 1991 and associated regulations. Effectively implements the objectives, policies and rules of Council's Regional Plans and Bylaws. Participates in the 24 hour incident response service. Investigates and records environmental complaints. Implements monitoring programmes. Provides specialist advice and reports on pollution, resource use, waste management, toxic and hazardous substances and contaminated land, including (but not confined to): 	<ul style="list-style-type: none"> Work is conducted efficiently and effectively, and complies with internal policy. Council fulfils its responsibilities under the Resource Management Act 1991 and other relevant legislation and regional plans and Bylaws. Incident and compliance data bases and other section records are accurate and up-to-date. RMA 1991 tools are appropriately applied. Effective cost-recovery for compliance monitoring and investigations in accordance with the Charging Policy. The Delegations Manual is understood and complied with. Reports and specialist advice are accurate,

Key accountabilities (jobholder is responsible for)	Key accountability measures (jobholder is successful when)
<ul style="list-style-type: none"> • Consent application processing • Preparation and review of policy statements and plans • Monitoring and reporting of the state of the environment • Other local authorities • Contributes to section programmes and planning as required. • Provides information and investigates opportunities to educate people on the sustainable use of natural resources and regulatory compliance. • Promotes public awareness of Council's responsibilities. • Manages and co-ordinates chemical or oil spill clean-up. • Undertakes any other relevant duties as directed by the Compliance Team Leader or Regulatory Compliance Manager. 	<p>timely and provided to a high standard.</p> <ul style="list-style-type: none"> • Enforcement action is undertaken in a timely manner and at a level that is appropriate to the offence. • Any additional duties are completed to appropriate standards.
2 Relationship management	
<ul style="list-style-type: none"> • Establish and maintain close working relationships with internal and external contacts including Local Authorities, ratepayers, landowners, suppliers, consultants, and contractors. • Ensure that all customers receive excellent customer service for enquiries. • Act as a representative to Council at appropriate local government conferences and seminars and other events held within the region and at a national level. • Liaise with central government agencies with regards to national standards and relevant guidelines. 	<ul style="list-style-type: none"> • Effective, professional relationships and partnerships are developed and maintained with internal and external contacts. • Professional image is conveyed in public forums. • Queries are dealt with in a timely, professional and courteous manner. • Effective in advancing regional council priorities.
3 Corporate contribution	
<ul style="list-style-type: none"> • Promote the implementation of the Corporate Culture Statement, Leadership Model and Health and Safety Systems. • Recognise individual responsibility for Workplace Health and Safety under the Health and Safety at Work Act 2015. • Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard. • Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management. 	<ul style="list-style-type: none"> • Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. • Hazards are identified and all incidents and accidents are reported. • Participate in any wellness programmes, such as stress management training and health monitoring. • Council records are created and maintained in corporate information systems, meeting specified information management standards. • Participate in any civil defence and emergency management training initiatives and assist with any civil defence emergencies, as part of Bay of Plenty Regional Council's responsibilities for civil defence and emergency management.

Delegations

Delegation as set out in the Chief Executive's Delegations Manual.

Freedom to act

Guidelines and support available to assist the jobholder to make decisions e.g. policy documents, standard procedures, reference to team leader or senior employees. If jobholder can make decisions without approval from anyone else, please note that authority.

- Colleagues, contacts from external organisations including other regional and local councils and central or local government.
- Internal specialists and technicians.
- External consultants, specialists and contacts from private industry.
- Delegations Manual.
- Consents, complaints and compliance databases.
- Bay of Plenty Regional Water and Land Plan, Regional Air Plan, Regional Coastal Plan, On-site Effluent Treatment Plan, Regional Plan for Tarawera River Catchment, Regional River Gravel Management Plan, Tier 2 Regional Oil Spill Response Plan, Civil Defence Emergency Management Plans.
- Various industry and/or council guidelines including Erosion and Sediment Control Guidelines, Hydrological Guidelines, Forestry Guidelines, Dairy Guidelines, Stormwater Guidelines.
- Various environmental protection guidelines such as the National Environmental Standard for Contaminated Land, ANZECC Water Quality Guidelines, Hazardous Substances and New Organisms legislation and site safety procedures, Canadian Industrial Soils Guidelines, National Water Quality Standards for Contact Recreation, various site specific safety plans and health and safety procedures, guidelines for the prevention of the spread of the PSA virus.

Work complexity

Most challenging duties typically undertaken:

- Maintaining a high level of professional awareness with regard to environmental policies, trends and natural and physical resource issues.
- Regularly required to handle complex face-to-face confrontational situations.
- Readily available to respond to incidents beyond normal working hours.
- Identifying and managing hazardous substances and sites.
- Providing leadership, co-ordination and assistance for major incidents.
- Expected to carry out a diverse range of duties and have a broad knowledge of council responsibilities.

Other aspects

Note any significant aspects of this job that have not been captured elsewhere in this document.

- Compliance Officers are field staff constantly working outdoors and on a highly mobile and responsive basis. When on call after-hours officers work autonomously from normal office

and managerial supports and may be called upon to make instant decisions or provide advice on the spot based on the circumstances prevailing at the time. Officers must be resourceful and practical and be able to confidently take charge in a crisis situation. For this reason all Compliance Officers are fully trained and in incident response and workplace First Aid. Staff must also autonomously manage their day-to-day workloads to achieve compliance monitoring schedules. This requires the constant assessment and re-prioritisation of workloads in response to competing work demands and pressures.

Person specification

Minimum academic qualifications and experience required:	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none"> Bachelor of Science, Environment or equivalent level and/or experience or relevant tertiary qualification with appropriate experience A valid driver's licence required*¹ (manual and automatic vehicles) 	<ul style="list-style-type: none"> Working knowledge of RMA Conflict resolution experience Monitoring and sample collection

Knowledge / experience (indicate years of experience required as appropriate)	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none"> Excellent communication skills Minimum of three years' relevant post-qualification experience involving a range of environmental issues 	<ul style="list-style-type: none"> Minimum six months experience regulatory complaint response

Key skills / attributes / job specific competencies

The following indicates what would typically be expected for this role at a competent level:

Advanced knowledge	<p>In addition to in-depth knowledge of the most relevant legislation, rules, plans and policies, compliance staff are required to possess a range of practical and/or technical knowledge, skills and experience. Some examples include:</p> <ul style="list-style-type: none"> Ability to review a range of scientific, engineering and other technical reports from industry and consultants. Sound knowledge of rural activities including forestry, dairying and horticultural industries. Sound knowledge of industrial sites and processes e.g. pulp and paper, agrichemical, port activities, geothermal stations etc. Ability to use specialist monitoring and analytical equipment. Competent in First Aid and a range of role-specific health and safety training and procedures.
Working knowledge	<ul style="list-style-type: none"> Natural and physical environmental resources. Resource Management Act, 1991 and other associated policy and legislation. Computers and software. Rural environment and industry.

¹ Driving record free of driving suspensions or convictions (excluding demerit points and infringement fees). Requirement for valid Driver's Licence may be waived if applicant has a driving-related disability.

	<ul style="list-style-type: none">• Tikanga Māori.
Awareness	<ul style="list-style-type: none">• Community, cultural and political awareness.

Personal attributes / key behaviours

- Sound judgement and initiative
- Tact and diplomacy
- Ability to negotiate effectively and resolve conflicts
- A commitment to customer service and excellent communication and listening skills
- Ability to make presentations and write reports
- Problem solving skills
- Time management skills
- Leadership skills
- Ability to work independently and as part of a team
- Commitment to safe working practices
- Empathy

Other requirements

- May require frequent travel within or outside Bay of Plenty region
- Undertake fieldwork and site inspections, which may include hazardous sites, high risk sites and/or remote locations
- May occasionally be required to manage projects and ensure the quality and timeliness of outputs
- Regularly required to be on Council's after-hours call-out roster and to respond to environmental complaints
- A reasonable level of fitness required for conducting site inspections and collecting samples
- Four wheel drive skills
- First aid skills
- Occasionally supervise casual staff or students

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

Approved:

Nick Zaman - Manager

Date

Discussed with incumbent:

Employee

Date



Our values - our journey

A tatou haerenga

Our values reflect who we are and what is important to us.

Te Pumanawa 'the beating heart of the organisation'.

Our organisational values have been woven together following input from staff across the organisation, now it's up to each of us to bring these values to life in the work that we do every day.

TRUST	INTEGRITY	COURAGE
We trust each other and work to build trust	We do what we say we will do We act with purpose to achieve results	We act boldly to lead and do the right thing for our region
MANA (manaakitanga)	KOTAHI (kotahitanga)	WHĀNAU (whanaungatanga)
<p>Mana</p> <ul style="list-style-type: none"> ▪ Leadership ▪ Having strength and courage ▪ Being a positive influence ▪ Being proud and courageous ▪ Professionalism <p>Manaakitanga</p> <ul style="list-style-type: none"> ▪ Trust and respect ▪ Reciprocity (sharing) ▪ Nurture/support <p>Mana has many meanings such as integrity, charisma and prestige.</p> <p>Manaaki means 'to nurture and support and help each other grow'. When you add the 'tanga' the word is enhanced.</p>	<ul style="list-style-type: none"> ▪ Unity ▪ Strong emphasis on collaboration ▪ Being inclusive ▪ Nurturing a positive team spirit ▪ Sense of ownership <p>Kotahi means 'as one'. Adding the 'tanga' accentuates the word, giving it a wider meaning, bringing us together – 'strength in unity'.</p>	<ul style="list-style-type: none"> ▪ Strong focus on relationships. ▪ Having fun and being happy ▪ Socialising, including the importance of friends ▪ Supporting each other <p>Whānau means family. Adding the 'tanga' extends the word to a wider whānau context. It has a very strong focus on relationship within the organisation.</p>