

# Job Description

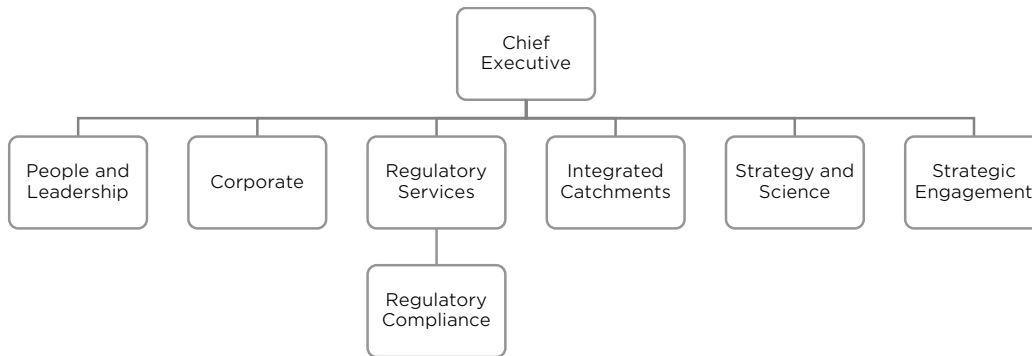


Job title	Compliance Officer
Group	Regulatory Services
Section	Regulatory Compliance
Responsible to	Compliance Team Leader
Responsibility for employees	None
Date	September 2025

## Our organisation

About us	Toi Moana Bay of Plenty Regional Council’s work guides and supports the sustainable development of the Bay of Plenty. We are responsible for land, air and water, as well as public transport and economic development. We want to make sure our region grows and develops in a way that keeps its values safe for future generations.
Our vision	Our vision of “Thriving together – mō te taiao, mō ngā tangata” means we want to ensure that both the environment and the people in the region thrive. Looking after the environment is at the heart of what we do.
Our values	Our values reflect who we are and what is important to us: Trust, Integrity, Courage, Manaakitanga, Kotahitanga, Whanaungatanga.
Our leadership model	Te Pae Rangatira, means ‘The Model of Leadership’. In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Leadership at Toi Moana is guided by four pou whirinaki (pillars of guidance), these are: Care, Collaborate, Navigate and Balance.
Partnerships with Māori and Te Tiriti o Waitangi	The Treaty principles and the partnership upon which it is founded are an established part of our local government framework. As Treaty partners, Māori hold a unique role in shaping and contributing to regional leadership and direction.
Our community outcomes	<p>Our community outcomes describe what we’re working towards achieving for the Bay of Plenty:</p> <ul style="list-style-type: none"> <li>○ He taiao ora - a healthy environment,</li> <li>○ He hāpori mata-hī awatea - future ready communities,</li> <li>○ Ngā hāpori e honoa ana, e whakamanatia ana hoki - Connected and enabled communities,</li> <li>○ He whanaketanga mauri tū roa - Sustainable development,</li> <li>○ Te Ara Poutama - The Pursuit of Excellence.</li> </ul> <p>Directly or indirectly, your work will feed into helping us achieve one or more of these outcomes.</p>

## Our team



## Job purpose

Toi Moana Bay of Plenty Regional Council (BOPRC) is committed to its' vision of thriving together through the delivery of strong community outcomes. It is our people and their commitment to first class leadership and high performing teams which will ensure this delivery.

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

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

*Job Description - Compliance Officer*

• Environment Court	• Clarifying	Occasionally
• Local Authorities	• Communicate, gaining cooperation, advising, liaising,	Daily
• Consent applicants	• Communicate, gaining cooperation, advising, liaising,	Occasionally
• Submitters	• Communicate, gaining cooperation, advising, liaising,	Occasionally

Internal	Purpose and frequency of contact	
• Staff at all levels	• Collaboration, communicate, gaining cooperation, advising, liaising,	Daily
• Councillors	• Providing information and responding to queries	Occasionally
• Specialist technical planning and/or scientific staff	• Liaising, collaboration, advising	Occasionally

## Key result areas

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

- Operational management
- Relationship management
- Corporate contribution

## Key accountabilities

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

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
<b>1. Operational management</b>	
<ul style="list-style-type: none"> <li>• Promotes, monitors and investigates compliance with the Resource Management Act, 1991 and associated regulations.</li> <li>• Effectively implements the objectives, policies and rules of Council's Regional Plans and Bylaws.</li> <li>• Participates in the 24 hour incident response service.</li> <li>• Investigates and records environmental complaints.</li> <li>• Implements monitoring programmes.</li> <li>• Provides specialist advice and reports on pollution, resource use, waste management, toxic and hazardous</li> </ul>	<ul style="list-style-type: none"> <li>• Work is conducted efficiently and effectively, and complies with internal policy.</li> <li>• Council fulfils its responsibilities under the Resource Management Act 1991 and other relevant legislation and regional plans and Bylaws.</li> <li>• Incident and compliance data bases and other section records are accurate and up-to-date.</li> <li>• RMA 1991 tools are appropriately applied.</li> <li>• Effective cost-recovery for compliance monitoring and investigations in accordance with the Charging Policy.</li> </ul>

<b>Key accountabilities</b> (You are responsible for)	<b>Key accountability measures</b> (You will be successful when)
<p>substances and contaminated land, including (but not confined to):</p> <ul style="list-style-type: none"> <li>• Consent application processing</li> <li>• Preparation and review of policy statements and plans</li> <li>• Monitoring and reporting of the state of the environment</li> <li>• Other local authorities</li> <li>• Contributes to section programmes and planning as required.</li> <li>• Provides information and investigates opportunities to educate people on the sustainable use of natural resources and regulatory compliance.</li> <li>• Promotes public awareness of Council's responsibilities.</li> <li>• Manages and co-ordinates chemical or oil spill clean-up.</li> <li>• Undertakes any other relevant duties as directed by the Compliance Team Leader or Compliance Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• The Delegations Manual is understood and complied with.</li> <li>• Reports and specialist advice are accurate, timely and provided to a high standard.</li> <li>• Enforcement action is undertaken in a timely manner and at a level that is appropriate to the offence.</li> <li>• Any additional duties are completed to appropriate standards.</li> </ul>
<b>2. Relationship management</b>	
<ul style="list-style-type: none"> <li>• Establish and maintain close working relationships with internal and external contacts including Local Authorities, ratepayers, landowners, suppliers, consultants, and contractors.</li> <li>• Ensure that all customers receive excellent customer service for enquiries.</li> <li>• 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.</li> <li>• Liaise with central government agencies with regards to national standards and relevant guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective, professional relationships and partnerships are developed and maintained with internal and external contacts.</li> <li>• Professional image is conveyed in public forums.</li> <li>• Queries are dealt with in a timely, professional and courteous manner.</li> <li>• Effective in advancing regional council priorities.</li> </ul>
<b>3. Corporate contribution</b>	
<ul style="list-style-type: none"> <li>• Promote the Vision, Values, and Leadership Model.</li> <li>• Demonstrate an understanding of the Treaty of Waitangi principles and application to Toi Moana.</li> <li>• Recognise individual responsibility for Workplace Health, Safety and Wellbeing under the Health and Safety at Work Act 2015.</li> <li>• Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard.</li> </ul>	<ul style="list-style-type: none"> <li>• Responsibilities are completed, meeting specified standards and within agreed timeframes.</li> <li>• Treaty of Waitangi principles are known and demonstrated.</li> <li>• Hazards are identified and all incidents and accidents are reported.</li> <li>• Participation in wellness programmes, such as training and health monitoring.</li> <li>• Council records are created and maintained in information systems,</li> </ul>

<b>Key accountabilities</b> (You are responsible for)	<b>Key accountability measures</b> (You will be successful when)
<ul style="list-style-type: none"><li>• Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management (CDEM).</li><li>• Maintain professional development.</li></ul>	<p>meeting specified information management standards.</p> <ul style="list-style-type: none"><li>• Participation in CDEM training and assist with civil defence emergencies, as part of BOPRC's responsibilities.</li><li>• Appropriate training and development is undertaken as agreed.</li></ul>

## Delegations

Delegations as set out in the Chief Executives 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 Plantation Forest, 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.

### Job Description - Compliance Officer

- Expected to carry out a diverse range of duties and have a broad knowledge of council responsibilities.

## Other aspects

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

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

## Key skills / 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"><li>• Ability to review a range of scientific, engineering and other technical reports from industry and consultants.</li><li>• Sound knowledge of rural activities including forestry, earthworks, dairying and horticultural industries.</li></ul>
--------------------	--

---

<sup>1</sup> 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.

### Job Description - Compliance Officer

	<ul style="list-style-type: none"><li>• Sound knowledge of industrial sites and processes e.g. pulp and paper, agrichemical, port activities, geothermal stations etc.</li><li>• Ability to use specialist monitoring and analytical equipment.</li><li>• Competent in First Aid and a range of role-specific health and safety training and procedures.</li></ul>
Working knowledge	<ul style="list-style-type: none"><li>• Natural and physical environmental resources.</li><li>• Resource Management Act, 1991 and other associated policy and legislation.</li><li>• Computers and software.</li><li>• Rural environment and industry.</li><li>• Tikanga Māori.</li></ul>
Awareness	<ul style="list-style-type: none"><li>• Community, cultural and political awareness.</li></ul>

### 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.

**Approved:**

\_\_\_\_\_

Manager

\_\_\_\_\_

Date

**Discussed with job holder:**

\_\_\_\_\_

Employee

\_\_\_\_\_

Date