

HAWKE'S BAY REGIONAL COUNCIL

Job Description

Position Title:	Manager Compliance	
Group/Section Details:	Group: Regulation	Section: Compliance
Responsible to:	Group Manager Regulation	
Responsible for:	Team Leader Compliance, Team Leader Pollution Response/Enforcement & Compliance Coordinator	
Salary Range:	<i>Note: Salary to be negotiated with successful candidate.</i>	

Section Aims

The Compliance team provides the following role and functions as part of the Regulation Group:

- To respond to and report on pollution incidents and other unauthorised activities that may be reported to Council, and to initiate appropriate follow-up action to ensure any breaches of Council rules cease. This may include legal action.
- To monitor and report on the level of compliance by resource consent holders with resource consent conditions.
- To deal effectively with environmental complaints within an established timeframe.
- To educate stakeholders on good environmental practice to improve environmental outcomes and reduce non-compliance.
- To ensure recovery of compliance monitoring costs from those identified as breaching rules or consents.
- To liaise closely and effectively with relevant other sections of Council as required.
- To provide input into consent and policy development as is appropriate.
- To respond effectively and in a timely manner to general enquiries and request for information from both staff and external parties. .
- To effectively deal with legislative requirements of investigation work to ensure a successful outcome for Council.

Role of Manager Compliance

The role of the Manager Compliance is to provide effective management, leadership and direction to the Compliance team. Your professional input into the roles and functions above will ensure the Compliance section achieves its objectives. Expectations will be regularly discussed with you, will be fair and reasonable and within the broad requirements outlined above. In this leadership role you will be expected to positively lead, offer support and coaching to ensure the compliance team provide good customer service and efficient, effective service delivery.

Role Expectations

- Provide effective management, leadership and development to the compliance team of 11 staff.
- Keep up to date with legislative and regulatory changes to ensure HBRC is compliant and delivers on strategic outcomes.
- Establish effective short and long term goals for the key responsibilities of the section.
- Provide training and development opportunities to all staff within the section.
- Ensure the compliance budgets are regularly reviewed and the work programme is delivered to a high standard.
- Set realistic priorities across the compliance monitoring area that reflect Council's compliance priorities.
- Evaluate current systems and processes ensuring they are fit for purpose and promote best practice.
- Identify and mitigate any risks or issues to Council and ensure the Group Manager Regulation is aware.
- Ensure any legal action taken is professionally dealt with and prepared to support a successful outcome for HBRC.
- Promote a positive work environment and actively endorse collaboration with other teams across Council.
- Excellent service is provided by the section.
- Effectively contribution to the Council's Senior Leadership Team.
- Demonstration of leadership and commitment to the Quality Management System within Compliance ensuring that processes deliver their intended outputs, that continuous improvement is promoted and supported while maintaining a strong customer focus.

Commitment and Expectations

Hawke's Bay Regional Council (HBRC) Managers and Team Leaders are a valuable part of Council's leadership team. Managers and Team Leaders are expected to model quality leadership and promote HBRC's Vision, Purpose, Values and Expectations. As a member of the HBRC leadership team you will:

- Set clear expectations of performance requirements and take responsibility for staff performance.
- Recognise and reward good performance and deal with poor performance issues promptly.
- Show honesty, fairness, respect and consistency in dealings with staff.
- Undertake regular performance conversations, management and coaching of staff.
- Accept collective responsibility for management decisions.
- Respect professionalism in peers.

POSITION TITLE: MANAGER COMPLIANCE

- Display consistent behaviour when interacting with peers.
- Provide vision, leadership and direction for your team.
- Display excellent communication skills.
- Be approachable and show a willingness to listen actively.
- Demonstrate personal integrity.
- Admit when wrong or when a mistake is made.
- Adopt a 'no surprises' approach with your manager and staff.

Continuous Improvement

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager.
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager.
- Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging others ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager.
- Active involvement in decision making processes when the opportunity is made available.
- Working in a collegial manner.
- Ensure you play your respective part in good information flows between different work sections.
- Deliver on project outcomes: on time and on budget.
- Being realistic about estimating resource requirements for projects.
- Displaying sound judgment and making responsible decisions.
- Managing public expectations and being customer focused.
- Maintaining high levels of technical skills relevant for the role.

POSITION TITLE: MANAGER COMPLIANCE

Health and Safety

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- Where appropriate, advise other organisations you are working with of the known risks in the work being undertaken.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Maintaining a clean and tidy workspace.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

Emergency Management

All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

Key Skills

Knowledge

- A minimum of five years' compliance monitoring or complaints investigations experience in resource management, or very closely related experience, and preferably with some experience in Environment Court Hearings.
- A tertiary level qualification in resource management or equivalent is preferred.

POSITION TITLE: MANAGER COMPLIANCE

- A sound understanding of the Resource Management Act, particularly enforcement provisions.
- In depth knowledge of the tools and limitations to manage pre and post RMA contaminated sites.
- A sound understanding of the Building Act with regard to dams.
- An understanding of the implementation of regional policy statements and plans.

Skills

- Conflict management and resolution experience.
- An ability to develop and implement systems and procedures.
- High standard of written and verbal communication skills.
- An ability to work under pressure and to meet tight deadlines.
- An ability to plan and schedule own work, and to work under delegation.
- Effective interpersonal skills and experience in dealing with a wide range of people and organisations.
- An understanding of interagency involvement in environmental monitoring.
- An understanding of emergency/contingency actions.
- A demonstrated ability to identify and assess effects on the environment as a result of a variety of compliance activities.

Personal Attributes

- A current driver's licence
- Committed to continuous improvement.
- High level of integrity and honesty.
- Commitment to the wellbeing of staff.

HBRC's Vision, Purpose and Values

Our Vision: A healthy environment, a vibrant community and a prosperous economy.

Our Purpose: We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:	Partnership and Collaboration	We work with our community in everything we do
	Accountability	We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
	Transparency	We report on what we do and the value this delivers for our community

