

POSITION TITLE:	Compliance Coordinator – Rural		
GROUP:	Policy & Regulation	SECTION:	Compliance
REPORTS TO:	Team Leader Compliance Rural		
RESPONSIBLE FOR:	N/A		
FAMILY:	OS7	GRADE:	11
DATE REVIEWED:	July 2023		

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

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
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te koununga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

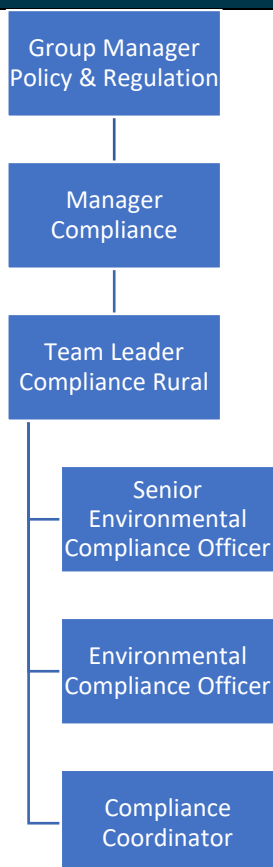
The Compliance Coordinator supports and coordinates administrative processes for all aspects of the compliance team and provides information to consent holders. The role requires an understanding of the Resource Management Act 1991 and the monitoring administrative process. The Compliance Coordinator will be responsible for maintaining the quality of the information held in the compliance database.

GROUP AND TEAM GOALS:

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.

ORGANISATIONAL CONTEXT



JOB SPECIFIC ACCOUNTABILITES

- Coordinate administrative processes associated with compliance monitoring and reporting procedures.
- Review and process data submissions, ensuring these are documented in the compliance database. Non-compliances are to be escalated to the Compliance Officer(s) for further action.
- Invoicing of compliance monitoring costs and annual fees is undertaken and overseen in a timely and efficient manner in accordance with s36 RMA and Annual Plan charging policies.
- Maintain and continuously look for ways to improve operational processes and templates.
- Ensure that appropriate and accurate information is provided to both internal and external consent stakeholders in a timely manner.
- Ensure that allocated tasks are completed within accepted timelines and meet expectations.

- Ensure positive interaction, cooperation and collaboration is undertaken with other Regional Council teams and industry sector groups.
- Contribute to outcomes related to specific monitoring requirements as outlined by consent conditions.
- Assist in maintaining the Councils Selected Land Use Register and respond to information requests relating to listed sites.
- Data management systems and processes used by the Regulation Group are regularly checked and reviewed to ensure errors or omissions are rectified, current risks identified, solutions researched, and effective strategies are developed. Potential for improvement in efficiencies in data handling are identified, system integration opportunities quantified, and action prioritised.
- Contribute to the Quality Management System as part of everyday business practice, including developing, reviewing, and improving business processes, maintaining a strong customer focus and a commitment to the continuous improvement program.
- Ensure effective participation in project teams where required, on behalf of Compliance.
- Support Compliance Officers with basic monitoring tasks, provide information and administrative guidance to ensure adherence to regulatory requirements for traceability and record integrity.
- Ensure that relevant input and information is provided to the Communications team regarding external communications, marketing materials and templates as it relates to compliance.
- As required, provide guidance and support for casual staff employed for administrative tasks and projects.
- Positively participate in and assist with all Compliance Team activities.
- Take personal accountability and responsibility for high quality work.

FUNCTIONAL RELATIONSHIPS

Internal

- Group Managers
- Executive Team
- Elected members
- Team members

External

- Consultants and contractors
- Government agencies and departments
- Local authorities
- Technical and legal professionals
- Iwi and other community groups
- Members of our community

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tangata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved
- Customers are satisfied with responses to written or verbal requests for information.

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 other 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.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

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.
- 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.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.
- Comply with the COVID-19 Public Health Response (Vaccinations) Order 2021.

EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. 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.

PERSON SPECIFICATION

Minimum Qualifications and Experience required

- NCEA Level 2 numeracy and literacy
- 3 + years' experience working in administration or coordination role. Sound understanding of office administration processes.
- Experience in dealing with the public and handling difficult situations.
- Understanding of compliance or Resource Management Act processes would be beneficial.
- Valid driver's licence required

Knowledge

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

- Excellent time management, organisation and prioritisation skills.
- Proficiency with computers, system administration and data entry. Excellent Microsoft Office and software skills with the ability to trouble shoot problems.
- Familiarity with the IRIS compliance database would be desirable.
- To be decisive and assertive when necessary, knowledge and experience of conflict resolution would be an advantage.
- Ability to interpret and understand environmental monitoring data and regulatory guidelines would be beneficial.
- A high level of verbal and written communication skills.
- Ability to read and interpret plans, diagrams and regulations.
- Proven customer service ethic and a commitment to providing quality services.
- Ability to deal with confidential material.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge

Personal Attributes

- Highly motivated, reliable, calm, and flexible.
- Pro-active, prepared to look for solutions and improvement opportunities.
- Customer focussed with excellent communication skills – written & verbal.
- Ability to handle multiple tasks, work under pressure and prioritise to meet deadlines.
- A logical and enthusiastic approach to systems and processes.
- Able to work independently and as a member of a team.
- Sound judgement and initiative
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- Ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.
- Ability to work in a team.
- An ability to plan and schedule own work, and to work with little or no supervision.
- Ability to analyse complex situations, conflicting priorities and make sound decisions

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES 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.

Acknowledgement

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name