

## Your Position

<b>Your job</b>	<b>Manager Monitoring &amp; Compliance</b> <b>Kaiwhakahaere Aroturuki, Tautukunga me te Kiritaki</b>
<b>Your group</b>	Policy, Planning & Regulatory Services
<b>Your team</b>	Monitoring & Compliance
<b>Your manager</b>	General Manager Policy, Planning & Regulatory Services, Nic Etheridge
<b>Your base</b>	Council premises within Porirua

## What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

### Our strategic priorities are to:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our city

### How we work together:

- Whakakotahi - Team up  
Mā te mahi tahi e puta ai he hua ki tō tātou hapori  
Together we make a difference for our community
- Mahi Atamai - Work smart  
Ka whakapātari i a tātou anō kia pai ake ai ngā hua  
We challenge ourselves to do things better
- Whakatinanatia - Make it happen  
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga  
We use our energy to get things done

## Your team's purpose

Policy, Planning & Regulatory Service's purpose is to:

- Develop, prepare and oversee policy, plans and strategies relating to social, economic, environmental, infrastructure, climate and regulatory services issues (including resource management, climate and District Planning policy);
- Lead the corporate planning processes including the Long-term Plan and Annual Plan; Deliver the regulatory functions and monitoring / enforcement services in relation to District Plan development control, building control, environmental control and animal control.
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- The Climate and Environmental Planning team's vision is to contribute to a resilient and inviting city that enables our communities to thrive.

## Your purpose

The Manager Monitoring & Compliance role is to develop, foster and lead a team:

- Lead the delivery of legislative monitoring and compliance activities, incident response and mitigation, and enforcement actions aimed at improving the health, safety and amenities of the city.
- Ensure all legislation is complied with and delivered to a high standard.
- Lead and manage the delivery of advice and education to improve compliance with legislative requirements and conditions
- Drive learning and the delivery of enhancements to internal policies, technology, processes and capability to increase the effectiveness of customer interactions
- Ensure administrative processes meet timeframes and legislative requirements for Monitoring and Compliance activities.
- Develop and lead a customer centric team and develop a trusted advisor role in the provision of Monitoring & Enforcement advice internally
- The position holds the responsibilities and delegations of the Chief Licensing Inspector.

## Who you'll be working with

Your direct reports	<ul style="list-style-type: none"><li>• Team Leader Parking Services</li><li>• Team Leader Animal Control</li><li>• Team Leader Public Health &amp; Compliance</li><li>• Senior Business Support &amp; Improvement Officer</li></ul>
Your indirect reports	<ul style="list-style-type: none"><li>• Senior Parking Officer</li><li>• Parking Officer (3)</li><li>• Senior Animal Control Officer</li><li>• Animal Control Officer (4)</li><li>• Senior Public Health Officer</li><li>• Licensing Inspector</li><li>• Senior Compliance Officer</li><li>• Compliance Officer</li><li>• Business Support Officer (2)</li></ul>

External people and groups	<ul style="list-style-type: none"> <li>• Government, public organisations and business</li> <li>• Members of the public and community organisations</li> <li>• Other local authorities</li> <li>• Contractors, consultants and suppliers</li> <li>• Industry groups</li> <li>• Customers.</li> </ul>
Internal people and groups	<ul style="list-style-type: none"> <li>• Executive Leadership Team, managers and staff at all levels of the organisation</li> <li>• Elected members, Council and Council Committees.</li> </ul>

## Your responsibilities

What you'll do	How you'll do it
Leadership and Management	<ul style="list-style-type: none"> <li>• Provide leadership that ensures the monitoring &amp; compliance team are proactive, solutions focussed, and customer centred.</li> <li>• Provide strong leadership and integration across the wider organisation and with external agencies to ensure Monitoring &amp; Compliance is consistent with the Act's it works with, follows correct process, is good quality, timely and is customer focused.</li> <li>• Provides effective leadership to ensure the Monitoring &amp; Compliance Team performance indicators are met and outputs achieved</li> <li>• Provide direction, vision, support and leadership to the Monitoring &amp; Compliance Team. Develop staff in a way that is appropriate for each individual and build an agile, open minded and understanding team environment</li> <li>• Provide advice and information to the General Manager, Policy, Planning and Regulatory Services when requested or required to effectively meet the Group functions</li> <li>• Coach, mentor, motivate and manage the team to achieve good quality and efficient delivery of services that builds on its own success and has a continual improvement focus.</li> <li>• Ensure the team maintains familiarity with legislative changes and case law relating to Monitoring &amp; Compliance.</li> <li>• Lead the Monitoring &amp; Compliance team to achieve results and provide a customer focused service by setting performance expectations, providing guidance and development, monitoring individual and team performance, and providing constructive feedback/support when required</li> <li>• Actively participate as a member of the Policy, Planning &amp; Regulatory Services leadership team.</li> <li>• Provide advice and information to the Executive Leadership Team, councillors and committee members.</li> <li>• Role model good practice legislative compliance, operational practice and customer service values.</li> <li>• Represent the team at council meetings and ELT when required.</li> </ul>
Strategic & Operational Planning	<ul style="list-style-type: none"> <li>• Prepare Monitoring &amp; Compliance plans and budgets to meet the key areas of responsibility</li> <li>• Monitor and manage the annual budget for Monitoring &amp; Compliance</li> <li>• Ensure the Enforcement Policy is current and understood by all staff who have enforcement responsibilities.</li> <li>• Contribute to the financial strategies related to the PCC workforce, and other forecasting and budget requirements.</li> </ul>

Operational Delivery	<ul style="list-style-type: none"> <li>• Manage the effective and efficient delivery of monitoring and compliance activity, including: animal control, noise and litter control, parking, compliance with signage and other by-laws, trade waste and health related and alcohol licensing inspections</li> <li>• Oversee enforcement activity</li> <li>• Manage the delivery of advice and education to improve compliance with legislative requirements and conditions</li> <li>• Monitor activities and metrics to manage service performance, including application processing metrics</li> <li>• Provide support to regulatory services functions and General Manager PPRS to investigate and manage issues and complaints to resolution, including ensuring that policies and processes relating to complaints are followed and reported</li> <li>• Provide support to other work areas within PPRS as required</li> <li>• Lead or participate in special projects, working parties or committees, as required.</li> <li>• Take responsibility for delivering on relevant Acts and Bylaws, including but not limited to:</li> <li>• Dog Control Act 1996, the Health Act 1956, Food Act 2014, Litter Act 1979, Local Government Act 1974 &amp; 2002, Sale and Supply of Alcohol Act 2012, Hazardous Substances and New Organisms Act 1996, Gambling Act 2003, Health Act 1956, Sale and Supply of Alcohol Act 2012, and Porirua City Bylaws and policies respectively.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Establish and maintain positive working relationships with key stakeholders, business and industry groups</li> <li>• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive</li> <li>• Represent Council and the Policy, Planning and Regulatory Group at appropriate conferences, seminars and other events</li> <li>• Lead a strong customer service focus to ensuring that customer and stakeholder perspectives are a driving force behind decisions and activities.</li> </ul>
Corporate Responsibilities	<ul style="list-style-type: none"> <li>• Build commitment to our vision, strategic directions, organisation values and services</li> <li>• Willingly undertake any duty required within the context of the position</li> <li>• Adhere to our Code of Conduct</li> <li>• Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event.</li> </ul>

## Your skills, experience and qualifications

<p>It's essential that you have:</p>	<ul style="list-style-type: none"> <li>• Proven ability in developing, leading and managing high performing operational teams</li> <li>• Experience in developing process, technology and capability enhancements to ensure customers have the best possible experience</li> <li>• Demonstrated experience of recognising strategic and innovative opportunities for improvement and managing change initiatives</li> <li>• Knowledge of applicable legislation and are comfortable in a Monitoring &amp; Compliance environment.</li> <li>• Natural customer facing abilities; can easily apply the lens of the customer</li> <li>• A high level of initiative, combined with sound judgement</li> <li>• Excellent communications skills, oral and written</li> <li>• An ability to establish and build upon working relationships effectively and demonstrated experience of active participation in a leadership or management team</li> <li>• Able to prioritise and accommodate competing demands</li> <li>• Experience in a customer focussed environment and delivering to agreed performance indicators</li> <li>• Effective interpersonal skills and a demonstrated commitment to providing quality customer service</li> <li>• A proven team player with demonstrated ability to successfully build, lead and manage a team efficiently and foster an effective culture of high performance</li> <li>• Strong relationship management focus that inspires trust and confidence and builds productive relationships</li> <li>• Good working knowledge of relevant local and central government legislation and regulations</li> <li>• Experience in risk identification, assessment and management</li> <li>• Experience in financial planning and management for decision making and reporting</li> <li>• A highly developed sense of ethics and integrity</li> <li>• Political acumen with an ability to understand and work within the Local Government environment</li> <li>• Enthusiasm, flexibility to change, initiative, commitment to the organisation and a willingness to learn and develop</li> <li>• A current New Zealand driver's licence</li> <li>• Highly motivated to stay current in the field; attendance at workshops, conferences and meetings when appropriate, read professional literature, membership of industry bodies</li> <li>• Understanding and commitment to health and safety in the workplace</li> <li>• Understanding and commitment to diverse workplaces</li> <li>• Understanding and commitment to the Treaty of Waitangi and bicultural issues.</li> </ul>
<p>It'd be great if you also have:</p>	<ul style="list-style-type: none"> <li>• Relevant professional or tertiary qualification.</li> </ul>