

Your Position

Your job	Business Support Officer (Regulatory) Āpiha Tautoko Whakahaere Ture
Your group	Policy, Planning & Regulatory Services
Your team	Building Assurance (lead), Resource Consents & Monitoring, Monitoring & Compliance Team.
Your manager	Team Leader Business Support (Regulatory)
Your base	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 Business Support Officer (Regulatory) will:

- provide business administrative and customer service support for the Building Assurance, Resource Consents and Monitoring & Compliance teams (three Teams) across various regulatory application types such as building and resource consent lodging, issuing and invoicing, financial reconciliation, reporting, document and workflow management and answering customer requests.
- provide financial transaction and invoicing support, management of customer queries and property related requests, debt management and delivery of property addressing.
- ensure the end-to-end processing of various applications are smooth and timely for customers and technical staff.

Who you'll be working with

Your direct reports	• None
Your indirect reports	• None
External people and groups	• Members of the public and community organisations • Government, public organisations and businesses • Contractors, consultants and suppliers • Industry stakeholders and resource consent applicants
Internal people and groups	• Executive Leadership Team, managers and staff at all levels of the organisation. • Managers and staff at all levels of the organisation. • Foster close relationships with the Building Assurance Team, Resource Consents & Monitoring Team, Monitoring & Compliance Team, Business Technology Group, Finance and LIM officers in particular.

Your responsibilities

What you'll do	How you'll do it
Operational Delivery	• Provide regulatory administrative, customer and financial support for building and resource regulatory applications and building compliance functions, including loading applications, coordination of the time recording, invoicing, workflow tasks, application referrals to other review teams, monitoring and reporting, collation and document management, compiling approved building consent applications, meeting support, and contract management. • Provide administrative support for the Monitoring and Compliance team, supporting key activity areas including Animal Control, Parking Services, and Public Health. Responsibilities include, but not limited to, coordination of document and records maintenance, annual registration administration and invoicing, financial administration, data entry of applications, data maintenance, contract management, infringement lifecycle processing, mail merge support and reporting. • Respond to and investigate customer enquiries and complaints by phone, email or face-to-face in a timely and helpful manner and resolve issues. • Interact with internal and external customers in a way that makes them feel understood and listened to and that positively grows our customer reputation. • Actively provide clear, consistent, and accurate information to the public and staff. • Delivers general administrative support such as scanning photocopying, ordering supplies, and other clerical tasks as required. • Maintain and improve electronic and manual systems, databases and documents, ensuring all files, emails, phone messages, correspondence with customers relating to any application or infringement, property or Council matter is accurately and securely saved in the Council's records management system. • Maintain and update records across a variety of systems, ensuring that all documents are filed correctly and easily accessible. • Maintaining records of all actions undertaken. • Property addressing approvals and maintenance of the property database. • Complete required IT system testing, development of test scripts if required, and report outcomes and recommendations clearly and accurately. • Report on, and monitor business processes, metrics and standard operating procedures. • Look for opportunities to improve our administrative systems and processes for customers and staff. • Actively contribute to team meeting's, share updates, insights and suggestions to support continuous improvement. • Provide finance and debt management services for building and resource consent, and monitoring & Compliance teams, complete investigations and customer interactions to resolve discrepancies in payments or accounts and provide debt recommendations to management. • Be willing and able to provide wider support functions as required to ensure all work processes are completed in line with service level agreements and statutory requirements. • Provide statistical and performance measurement reports.

	• Monitor, advise and communicate with consent holders if required.
Relationship Management	• Interact with internal and external customers in a way that makes them feel understood and listened to and that positively grows our customer reputation. • Establish and maintain close working relationships with internal and external stakeholders, business and industry groups, ensuring that relationships with key stakeholders are professional, positive and constructive. • Represent Council and the Policy, Planning and Regulatory Group at appropriate conferences, seminars and other events.
Corporate Responsibilities	• Build commitment of our vision, strategic directions, values and services. • Willingly undertake any duty required within the context of the position. • Adhere to our Code of Conduct. • Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event.

Your skills, experience and qualifications

It's essential that you have:	• Demonstrated effective and efficient administrative skills. • A strong customer service ethos with an effective, open, helpful style in dealing with internal and external customers. • The capability and willingness to deal frequently with customers and Council staff. • Be a welcoming person with a strong customer focused approach. • Have a 'can do', solutions focused approach when assisting the team deliver under pressure. • A high level of initiative, combined with sound judgement. • Proficient in Microsoft applications and comfortable with technology with the ability to work in multiple software applications. • Methodical and detail focused. • Strong organisational skills. • Good numeracy skills. • A quick learner who is comfortable with new IT systems/software. • Reliable and flexible, able to prioritise and accommodate competing demands. • Can understand systems and processes, think critically about their effectiveness and adapt if required. • Strong effective verbal and written communication. The ability to present work in a written and verbal form that is clear to the customer and others. • Proven team member who can adjust work priorities for the benefit and success of the wider team. • Responds positively to change and is open to feedback. • Current New Zealand Passport or New Zealand Drivers Licence (due to Land Information New Zealand requirements). • Understanding and commitment to health and safety in the workplace. • Understanding and commitment to diverse workplaces.
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	• Understanding and commitment to the Treaty of Waitangi and bicultural issues.
It'd be great if you also have:	• Relevant qualification in business and administration. • Previous experience with invoicing. • Previous experience working in a regulatory environment. • A basic understanding of the Resource and/or Building Consent process. • Knowledge of Local Government practices and various legislative Acts.

Last updated June 2026



Porirua City Council supports an inclusive and welcoming environment and is a member of Te Urū Tāngata, Centre for Workplace Inclusion.