

Tūranga Mahi / Position Description:

Licensing Officer

Nāu te rourou, nāku te rourou ka ora ai te iwi
With your basket of knowledge, and my basket of knowledge, all will be well

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 70,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Our people are central to achieving Council's Priorities and providing high quality community services that offer best value for money. And we are committed to building a high performing culture based on our **core values** of being *innovative, helpful, respectful, engaging and inspiring*. In addition to our values, there are **core competencies** required of all Council staff, being:

- **Performance Orientation:** A high performer consistently delivering performance outcomes
- **Solutions Focused:** Committed to customer-centred continuous improvement
- **Teamwork:** Contributes effectively within a team providing leadership where appropriate
- **Relationships:** Well-developed interpersonal, and relationship engagement and management skills
- **Collaboration:** Works collaboratively across teams and functions within a matrix organisation
- **Accountability:** Willingly takes accountability and engage in problem solving
- **Te Ao Maori:** Proficiency in te reo Māori me ōna tikanga appropriate to their role¹.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community.

Our top priority is to ensure the health, safety and wellbeing of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health, safety and wellbeing of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the District. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation e.g. activities to build bicultural capability, improve health and safety, or promote diversity.

The following pages provide the requirements of your specific position. In addition to these, you are also expected to be proactive in knowing and following Council policies and procedures.

¹ This is informed by our Bicultural Competency Framework, and staff are actively supported in gaining competency.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

MAHI - POSITION:	Kaihoe Whakaaetanga - Licensing Officer
RANGATIRA - REPORTS TO:	Kaiurungi Whakaaetanga - Team Leader Licensing
KĀHUI - GROUP:	Community Safety & Regulatory Services
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	To provide a customer responsive approach to the cross organisational delivery of licensing inspection functions and professional advice across the Community Safety and Regulatory Services Team.
NGĀ WHAKARITENGA - DELEGATIONS	<ul style="list-style-type: none"> • No direct reports • No budget responsibility
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	<ul style="list-style-type: none"> • Mayor and Elected Members • Te Tatau o te Arawa • CE's Group • Manahautū Te Arawa Partnership • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	<ul style="list-style-type: none"> • Council stakeholders • Contracted service providers • Technical professionals in your field • Consultants and Contractors • Auditors • Local Iwi groups • Neighbouring local authorities • Mayor and Elected Counsellors • Local Government New Zealand (LGNZ) • Media and professional groups • Regional Council • Chamber of Commerce • Te Arawa Entities • Rotorua Community & Partnership • Police • Medical Officer of Health

<p>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</p>	<ul style="list-style-type: none"> • Delivery of solutions-focussed, customer responsive, technical licensing compliance advice for integrated consenting, compliance and monitoring functions of a high quality and in a timely manner. • Service quality, technical advice, performance improvement and resolution management for licensing compliance related consent processing and input into LIM's and PIM's • Manage risk exposure arising from licensing compliance activities and legislative requirements • Delivery of quality licensing compliance functions including efficient and effective exercise of the powers/functions of a Licensing Inspector pursuant to Warrant of Appointment under the Sale and Supply of Alcohol Act 2012, including: <ul style="list-style-type: none"> ○ Inspection of premises. ○ Reporting on applications for Licences and Managers Certificates. ○ Appearing before the Alcohol and Regulatory Licensing Authority and the District Licensing Committee as required. • The investigation of complaints relating to the conduct of licensed premises. • Hold a current Warrant and act as a Litter Control Officer, a Parking Enforcement Officer (e.g. abandoned vehicle enforcement, and as an officer authorised under Section 38(1) (a) of the Resource Management Act 1991 as a Geothermal Safety Officer, Alcohol Licensing Inspector, and as an Officer of Council under Section 23 of the Health Act 1956, Food related legislation. • The investigation of complaints about abandoned vehicles and removal where necessary. <p><i>NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional delegated responsibilities in the course of your employment that are consistent with the purpose of your role.</i></p>
<p>TE ĀHUA O TE TANGATA - PERSON SPECIFICATION</p>	
<p>NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</p>	<p>Required</p> <ul style="list-style-type: none"> • Two to three years previous experience in an enforcement/regulatory role. <p>Desirable</p> <ul style="list-style-type: none"> • The ability to demonstrate an understanding of hearing protocols and having previously appeared and given evidence to a judicial body.

<p>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<ul style="list-style-type: none"> • An understanding of the need to balance customer satisfaction and sustainable economic development objectives with public expectations, safety standards, and environmental considerations • Ability to effectively communicate this to customers. • Be skilled in understanding and evaluating the advice of specialists from diverse disciplines and exercise technical judgement in enforcement and compliance matters. • Proven ability to adapt and deal effectively with changing priorities and requirements • Highly effective and accurate written and oral presentation reporting skills and excellent computer skills. • Proactive engagement and acceptance of accountability and problem solving. • Ability to communicate effectively and contribute to decision making and planning processes. • Able to express complex matters with simplicity and clarity, resolving conflict and managing confrontation and provocation with professional integrity. • Ability to work independently on own, as well as work collaboratively as part of a team, with well-developed interpersonal and relationship engagement skills • The ability to work unsupervised and to be self-motivated, demonstrating honesty, integrity, fairness and respect in the day-to-day delivery of the role • A history of being someone who consistently delivers agreed performance outcomes and outputs. • An ability to actively facilitate cross organisational and cross functional services and collaboration in a matrix structure • Strong demonstration of a customer, key account and solutions focus
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<p>NGĀ UARATANGA - VALUES:</p>	<p style="text-align: center;">Tatou Tatou – We Together Kotahi Tatou – One Community – One Team</p> <p>WHY WE DO IT..... We believe in empowering our people and providing them with the tools to create value and make a positive difference in their lives and the lives of others</p> <p>HOW WE DO IT..... We do this by working in partnership, making it simple and solutions focused</p> <p>WHAT WE DO..... We provide quality services for our community and people to prosper</p> <p><i>OUR CORE VALUES – PEOPLE FIRST</i></p> <p>RESPECTFUL: Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate</p> <p>HELPFUL: Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding</p> <p>ENGAGING: Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive</p> <p>INSPIRING: Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised</p> <p>INNOVATIVE: Find solutions, Progressive, Continuous improvement, Empowered</p> <p>BICULTURAL: Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences</p>
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