

# Tūranga Mahi / Position Description: *Senior Licensing Officer*

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***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 role<sup>1</sup>.

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.

## **TE ĀHUA O TE MAHI - POSITION SPECIFICATION**

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

<b>MAHI - POSITION:</b>	Kaihoe Whakaaetanga – Senior Licensing Officer
<b>RANGATIRA - REPORTS TO:</b>	Kaiurungi Whakaaetanga - Team Leader Licensing
<b>KĀHUI - GROUP:</b>	Community Safety & Regulatory Services
<b>TAUNGA MAHI - LOCATION:</b>	Civic Centre
<b>PŪTAKE - POSITION PURPOSE:</b>	To provide a customer responsive approach to the delivery of Geothermal Safety, Alcohol licensing, Food Act compliance, Resource Management Act enforcement, Bylaw and General Inspectorate functions and professional, technical leadership advice to support the Team Leader – Licensing.
<b>NGĀ WHAKARITENGA - DELEGATIONS</b>	<p>Direct reports:</p> <ul style="list-style-type: none"> <li>• In the absence of the Team Leader, Licensing</li> </ul> <p>Budget responsibility:</p> <ul style="list-style-type: none"> <li>• \$10,000 in area of responsibility in absence of Team Leader, Licensing</li> </ul>
<b>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal</b>	<ul style="list-style-type: none"> <li>• Mayor and Elected Members</li> <li>• Te Tatau o te Arawa</li> <li>• CE's Group</li> <li>• Manahautū Te Arawa Partnership</li> <li>• Destination Development</li> <li>• Organisational Performance &amp; Innovation</li> <li>• Infrastructure &amp; Assets</li> <li>• Chief Financial Officer</li> <li>• People &amp; Culture</li> <li>• Community Experience</li> </ul>
<b>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External</b>	<ul style="list-style-type: none"> <li>• Council stakeholders</li> <li>• Contracted service providers</li> <li>• Technical professionals in your field</li> <li>• Consultants and Contractors</li> <li>• Auditors</li> <li>• Local Iwi groups</li> <li>• Neighbouring local authorities</li> <li>• Mayor and Elected Counsellors</li> <li>• Local Government New Zealand (LGNZ)</li> <li>• Media and professional groups</li> <li>• Regional Council</li> <li>• Chamber of Commerce</li> <li>• Te Arawa Entities</li> <li>• Rotorua Community &amp; Partnership</li> <li>• Police</li> <li>• GNS (Geothermal science)</li> </ul>

<p><b>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Assist the Licensing Team Leader and Manager Community Safety and Regulatory Services in maintaining an appropriate level of competence within the team through effective mentoring, training, coaching and feedback.</li> <li>• Provide leadership support to the team, particularly when the Team Leader and/or Manager are away</li> <li>• Positively support the Team Leader and Regulatory Manager to implement change and initiatives and meet the team’s goals and objectives</li> <li>• In the absence of the Licensing Team Leader you will carry out their duties with support from the Manager Regulatory Services</li> <li>• Lead RMA enforcement processes and activities with support where required from Council’s planning staff and the Manager – Regulatory Services</li> <li>• Lead the collation and reporting of RMA activities including but not limited to the Annual report to Ministry for the Environment</li> <li>• Use your expertise to mentor licensing staff, grow Council’s RMA enforcement activities while ensuring effective processes are utilised to produce consistent and legally robust community outcomes.</li> <li>• Conduct noise monitoring duties including analysis, reporting and enforcement under the RMA 1991 as and where required.</li> <li>• Maintain a key focus on, and process and report on alcohol license applications to a high standard and in a timely manner</li> <li>• 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"> <li>• Inspection of premises.</li> <li>• The investigation of complaints relating to the conduct of licensed premises.</li> <li>• Appearing before the Alcohol and Regulatory Licensing Authority and the District Licensing Committee as required.</li> <li>• Appearing before the relevant Courts where required on behalf of Rotorua Lakes Council</li> <li>• Actively foster the continued growth and maintenance of Council’s public safety and regulatory responsibilities for shallow geothermal wells and natural features to achieve compliance with Council’s obligations under the Geothermal (safety) Bylaw 2016 and other relevant documents</li> <li>• Seek to provide a senior level of technical and practical assistance, and regulatory enforcement to Council’s Geothermal Advisor</li> <li>• Provide geothermal mentoring and leadership in the absence of the Geothermal Advisor.</li> <li>• Where required, assist with and undertake compliance activities relating to the Food Act 2014</li> <li>• Service quality, technical advice, performance improvement and resolution management for licensing compliance related consent processing and input into LIM’s, PIM’s and Building/Resource Consents</li> </ul> </li> </ul>
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- Provide a senior level of risk management relating to the licensing Team’s regulatory compliance activities and legislative requirements
- Be capable of holding a Warrant to act as a Litter Control Officer, Parking Enforcement Officer (e.g. abandoned vehicle enforcement), an officer authorised under Section 38(1) (a) of the Resource Management Act 1991, Geothermal Safety Officer, Alcohol Licensing Inspector, an Officer of Council under Section 23 of the Health Act 1956, a Verifier under the Food Act 2014 and authorisation to monitor and enforce relevant Bylaws.

*NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional responsibilities in the course of your employment that are consistent with the purpose of your employment.*

## TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

**NGĀ MAHI MATUA -  
FORMAL  
QUALIFICATIONS:  
(Ngā matau ā-wheako  
rānei - Or experience  
recognised as  
equivalent)**

### **Required**

- Minimum of three to five years previous senior level relatable experience in an enforcement/regulatory role.
- An ability to interpret, communicate and apply legislation and relevant statutes

### **Desirable**

- Proven history of adaptability and the ability to quickly absorb information and learn new skills
- Knowledge & experience of geothermal (wells and natural features)
- Knowledge of RMA enforcement practices
- Previous leadership/mentoring experience
- Formal qualification in any of the described fields

**NGĀ PŪKENGA -  
POSITION SPECIFIC  
COMPETENCIES AND  
ATTRIBUTES**

- An understanding of the need to balance customer satisfaction and sustainable economic development objectives with public expectations, safety standards, and environmental considerations
- Have a strong understanding of how regulatory activities actively contribute toward Councils Community Safety objectives
- Possess a strong customer service mind-set and approach to delivering on Council's regulatory responsibilities
- 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 at all times.
- 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
- Willingly share your experiences and learnings in the mentoring of others to grow individuals, and Councils capacity and capabilities
- 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
- Possess a positive, can do attitude and a keen curiosity for complex, technical and scientific matters such as geothermal and noise
- Thrive on creating and maintaining accurate records and processes which ensure sound and legally robust regulatory activities
- Be open minded with and solutions focused with a pragmatic approach to achieving compliance and meeting Councils legislative obligations
- Work in a manner which encourages ideas and different viewpoints while maintaining the mana of all involved
- Possess and demonstrate a strong desire and capability to serve the Rotorua Community and positively raise the profile of the importance of regulatory activities

<p><b>NGĀ UARATANGA - VALUES:</b></p>	<p style="text-align: center;"><b>Tatou Tatou – We Together Kotahi Tatou – One Community – One Team</b></p> <p><b>WHY WE DO IT.....</b> 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><b>HOW WE DO IT.....</b> We do this by working in partnership, making it simple and solutions focused</p> <p><b>WHAT WE DO.....</b> We provide quality services for our community and people to prosper</p> <p><b><i>OUR CORE VALUES – PEOPLE FIRST</i></b></p> <p><b>RESPECTFUL:</b> Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate</p> <p><b>HELPFUL:</b> Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding</p> <p><b>ENGAGING:</b> Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive</p> <p><b>INSPIRING:</b> Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised</p> <p><b>INNOVATIVE:</b> Find solutions, Progressive, Continuous improvement, Empowered</p> <p><b>BICULTURAL:</b> Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences</p>
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