

# Tūranga Mahi / Position Description:

## Chief Licensing Inspector

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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>	Chief Licensing Inspector
<b>RANGATIRA - REPORTS TO:</b>	Regulatory Services Manager
<b>KĀHUI - GROUP:</b>	Destination Development
<b>TAUNGA MAHI - LOCATION:</b>	Civic Centre
<b>PŪTAKE - POSITION PURPOSE:</b>	<ul style="list-style-type: none"> <li>To inquire into and report on alcohol licensing applications, and to monitor and promote compliance with the Sale and Supply of Alcohol Act 2012 (the Act), to ensure Rotorua Lakes Council's obligations under the Act are met.</li> </ul>
<b>NGĀ WHAKARITENGA - DELEGATIONS</b>	Direct reports: <ul style="list-style-type: none"> <li>Nil</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> <li>District Licensing Committee Secretariat</li> <li>Governance team</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>Chamber of Commerce</li> <li>Te Arawa Entities</li> <li>Rotorua Community &amp; Partnership</li> <li>Police</li> <li>Māori Wardens</li> <li>Neighbourhood support</li> <li>Rotorua District Licensing Committee</li> <li>Legal Counsel</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 compliance and monitoring functions of a high quality and in a timely manner</li> <li>• Manage risk exposure arising from licensing compliance activities and legislative requirements</li> <li>• Delivery of quality licensing compliance functions including efficient and effective exercise of the powers/functions of a warranted officer including but not limited to:             <ul style="list-style-type: none"> <li>○ Licensing Inspector pursuant of the Sale and Supply of Alcohol Act 2012 An authorised Officer pursuant to the Local Government Act(s)</li> <li>○ An authorised Officer to enforce Rotorua District Council Bylaws</li> </ul> </li> <li>• Assess, investigate, and report on all alcohol licence and manager certificate applications to determine whether they meet the criteria set out in the Act, and provide recommendations to the District Licensing Committee (DLC).</li> <li>• Appear at hearings before the DLC and the Alcohol Regulatory and Licensing Authority (ARLA) and give oral evidence, where required.</li> <li>• Undertake proactive monitoring inspections of licensed premises, provide education, and where necessary, carry out enforcement action to ensure licensees' and managers' compliance with the Act and licence conditions. This will include some night and weekend monitoring of licensed premises.</li> <li>• Provide quality customer support and that is courteous, efficient and of a consistently high standard, so that we deliver an excellent level of service to all stakeholders.</li> <li>• Manage relationships within Rotorua Lakes Council and with the NZ Police and the Rotorua Regional Public Health Service, to ensure the ongoing monitoring of licences and the enforcement of the Act, and to develop and implement strategies for the reduction of alcohol-related harm.</li> <li>• All premises achieve compliance with the Act through proactive compliance monitoring, education, or enforcement proceedings.</li> <li>• Organise and undertake licensed premise monitoring to achieve compliance with Council's relevant KPI's</li> <li>• You prepare accurate reports of a high standard that meet the legislative requirements and the requirements of the DLC.</li> <li>• You attain a high standard of evidence and professional conduct before the DLC and ARLA.</li> <li>• Our customers are listened to, responded to, and assisted in a courteous and efficient manner.</li> <li>• You develop and maintain good working relationships with internal partners and external agencies, to enable successful and efficient resolutions to licensing issues and promote compliance with the Act.</li> <li>• You take responsibility for ensuring personal development that enables the role to be undertaken effectively and to the best of your ability.</li> <li>• Maintain skill levels and an up-to-date knowledge of applicable legislation in our constantly changing technical and legislative environment, so that you can undertake the role effectively.</li> </ul>
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- Facilitate foster and achieve consistency and best practice within the licensing team, in accordance with the Sale and Supply of Alcohol Act 2012.

*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.*

## TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

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

**Required:**

- Minimum two years relevant experience in an investigative/ regulatory environment.
- A relevant tertiary qualification, such as the New Zealand Certificate in Regulatory Compliance Level 4.
- A current full New Zealand drivers' licence is essential.

**Desirable:**

- The ability to demonstrate an understanding of hearing protocols and having previously appeared and given evidence to a judicial body.

<p><b>NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</b></p>	<ul style="list-style-type: none"> <li>• Comprehensive understanding of relevant legislation, regulations, bylaws, codes of practice, standards, and practices.</li> <li>• Proven problem-solving skills and ability to resolve difficult or escalated issues.</li> <li>• Customer service ethic and sense of personal ownership and responsibility.</li> <li>• Highly organised, plans and prioritises well and manages time to focus self and others on the most important activities.</li> <li>• Demonstrated change leader in a dynamic and demanding environment.</li> <li>• Strong track record of delivering results and innovation in a high public profiles environment.</li> <li>• Excellent at building partnerships and collaboration with internal and external stakeholders</li> <li>• Proven high level of skills of influencing and relationship development skills</li> <li>• High level of skills in issues management and resolution</li> <li>• Personal resilience: able to sustain a high level of energy and positivity during times when the individual, the organisation or the group is under extreme pressure.</li> <li>• Well-developed interpersonal and relationship skills.</li> <li>• Excellent written and oral communication skills.</li> <li>• Ability to give evidence in a court setting.</li> <li>• Experience in using Microsoft Office applications (Excel, Word, Outlook).</li> <li>• Proactive and self-motivated problem solver with proven ability to positively influence others, and foster improvement</li> </ul>
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<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>OUR CORE VALUES – PEOPLE FIRST</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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