

Tūranga Mahi / Position Description:

Risk and Compliance Lead

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.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

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

MAHI - POSITION:	Risk and Compliance Lead
RANGATIRA - REPORTS TO:	Chief Financial Officer
KĀHUI - GROUP:	Finance
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	<p>The Risk & Compliance Lead acts as the Council's in-house expert, providing strategic guidance to ensure operations, projects, and services meet all legal, regulatory, and policy obligations.</p> <p>The role is responsible for discerning and addressing organisational risks, formulating and developing frameworks, systems, and policies, and creating proactive solutions that safeguard Council's reputation, assets, and stakeholders.</p> <p>By fostering a culture of integrity, accountability, and continuous improvement, the Risk & Compliance Lead enables informed decision-making and strengthens organisational resilience.</p>
NGĀ WHAKARITENGA - DELEGATIONS	<p>Direct reports:</p> <ul style="list-style-type: none"> • Nil
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 • Mana whenua • 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 • Māori Wardens • Neighbourhood support

**NGĀ MAHI MATUA -
KEY
ACCOUNTABILITIES:**

- Provide expert leadership in discerning, formulating, and embedding council-wide risk management and compliance frameworks, systems, and policies.
- Initiate, create, and continuously develop strategies, tools, and practices that strengthen organisational resilience, ensuring council operations are legally compliant and aligned with best practice.
- Design and refine risk control systems that anticipate, assess, and resolve complex business, operational, and compliance challenges, enabling sound governance and informed decision-making.
- Lead environmental scanning to identify and interpret emerging risks, formulating proactive responses that protect council assets, reputation, and stakeholders.
- Partner with leaders across the organisation to influence, persuade, and convince stakeholders of the value of a proactive risk culture, building capability and embedding accountability at every level.
- Deliver expert advice, training, and thought leadership to staff, management, and governance bodies, creating awareness and fostering a culture of integrity, transparency, and continuous improvement.
- Negotiate and manage critical relationships with internal stakeholders and external partners, including regulators, auditors, and mana whenua, ensuring confidence in council's risk and compliance performance.
- Lead and support initiatives in health, safety, wellness, and assurance, ensuring business continuity planning and crisis management frameworks are robust and responsive.
- Formulate and present comprehensive reports on risk exposure, compliance matters, and assurance outcomes to senior management and governance bodies (e.g. Audit and Risk Committee).
- Act as the council's in-house expert on risk and compliance, resolving complex issues with sound judgment and influencing outcomes at both operational and strategic levels.

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.

There will also be the annual delivery of agreed KPIs.

TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

<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"> • A relevant tertiary qualification in risk management, compliance, law, governance, business administration, or a related field. • Significant experience (often 5+ years) in risk, compliance, or assurance roles, preferably within local government or similar regulated environments. • Proven leadership experience, including managing teams, motivating staff, and delivering strategic risk and compliance initiatives. • Experience in business continuity and crisis management. • Strong knowledge of local government legislation, employment law, health and safety standards, and best practices in risk and compliance management. • Demonstrated skills in strategic thinking, critical analysis, communication, influencing, conflict resolution, and stakeholder relationship management. • Experience preparing and presenting risk reports to executive leadership and governance committees. <p>Desirable</p> <ul style="list-style-type: none"> •
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<p>NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<ul style="list-style-type: none"> • Risk Management Expertise: Strong knowledge of risk identification, assessment, mitigation, and monitoring processes specific to local government environments. • Regulatory and Legal Knowledge: Thorough understanding of relevant legislation, regulations, standards, and council policies that impact compliance and risk management. • Strategic Thinking: Ability to integrate risk management into strategic planning and decision-making to support achieving council objectives safely and effectively. • Leadership and Influence: Demonstrated capability to lead risk and compliance initiatives, influence stakeholders at all levels, and foster a positive risk-aware culture across the organisation. • Communication Skills: Proficient in communicating complex risk and compliance matters clearly to management, staff, including training delivery, and governance bodies such as audit committees. • Problem Solving and Analytical Skills: Skilled in analyzing risk data, evaluating risk exposure, and developing practical and effective mitigation strategies. • Project and Change Management: Experience managing projects related to risk and compliance frameworks, including policy updates, system implementations, and organisational change. • Collaboration and Relationship Management: Ability to build strong working relationships with internal teams, elected members, external regulators, and community stakeholders. • Integrity and Accountability: Demonstrates high ethical standards, transparency, and commitment to upholding compliance and governance principles. • Detail-Oriented: Attentive to detail in reviewing risk documentation, compliance reports, and ensuring accuracy in all matters. • Proactive and Initiative: Takes ownership of identifying emerging risks and compliance challenges, acting before issues escalate. • Resilience and Adaptability: Able to work effectively under pressure, adapt to changes in legislative or operational environments, and lead through uncertainty. • Diplomacy and Negotiation: Skilled at managing sensitive issues and resolving conflicts constructively while maintaining good stakeholder relationships. • Continuous Improvement Mindset: Committed to ongoing learning and encouraging improvements in risk management practices across the council.
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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>OUR CORE VALUES – PEOPLE FIRST</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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