Tūranga Mahi / Position Description:

Tīrehu Tūtohu / Compliance Administrator

At Rotorua Lakes Council, we are guided by Tai Kawenga, which reflects both our purpose and the values that shape how we work together.

Tai means tide or current. Kawenga refers to the values we carry within us and the principles that carry us forward in our daily work. Together, Tai Kawenga provides the foundation for our culture, decision-making, and service to our community.

Our purpose speaks to why we exist and is expressed through three ideas that reflect our vision:

Customer Focused - Community Driven - People at the Heart

How we work together is guided by our **Purpose**, why we exist, our **Promise**, what we commit to delivering every day; our **Practices**, how we behave; and our **Principles**, the values we believe in and stand by:

Stronger Together - Lead with Integrity - Challenge and Innovate - Steward our Future

These principles set the expectations for how we work with colleagues, customers, iwi, stakeholders, and the wider community.

To be successful in this role, you will embrace the belief that:

"The organisation's success is my success. My job is only done when everyone's job is done."

Rotorua Lakes Council serves approximately 78,000 residents and millions of visitors each year. We are committed to continuously improving services for our community and customers.

Rotorua sits in the heart of the Te Arawa region, where approximately 40% of the population identify as Māori. Our bicultural foundation strengthens our understanding of Te Ao Māori and enriches our diverse community. We are committed to honouring our responsibilities to mana whenua and reflecting these relationships in how we work and serve our district.

Health, safety, and wellbeing are a top priority. Safety is everyone's responsibility, and we all play a role in creating environments where people can thrive and return home safely each day.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM). As a result, all employees may be required to undertake CDEM duties in addition to their normal position responsibilities when responding to, or recovering from, an emergency event.

As one team, we are committed to supporting Council's strategic direction, working collaboratively, embracing innovation, and making decisions that contribute to a sustainable future for our district.

Through Tai Kawenga, we recognise that every role contributes to the outcomes we achieve for our community. The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION	
MAHI - POSITION:	Tīrehu Tūtohu – Compliance Administrator
RANGATIRA - REPORTS TO:	Manager, Community & Regulatory Services
KĀHUI - GROUP:	Destination Development
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	To provide specialist administrative and business support services that enable the effective delivery of Council's regulatory, licensing and compliance functions while ensuring statutory obligations, customer service standards and legislative timeframes are met.
NGĀ WHAKARITENGA - DELEGATIONS	Direct reports: • Nil
HONONGA WAIWAI – KEY RELATIONSHIPS: **Rāroto - Internal**	• 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 • Governance & Strategy
HONONGA WAIWAI – KEY RELATIONSHIPS: **Rāwaho - External**	• 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 • Alcohol Reporting Agencies • Neighbourhood support • Rotorua District Licensing Committee • Alcohol Regulatory Licensing Authority (ARLA)

NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	• Use initiative and judgement to deliver specialised and solutions-focussed business support across the Community Safety & Regulatory Services team, including but not limited to: • Interpreting and processing data to report and maintain relevant departmental databases and registers for the following functions; • Resource Management Act (RMA) functions e.g. Noise Control & Resource Consent/District Plan monitoring • Environmental Health • Licensing (Alcohol/Food) • Regulatory Inspectorate (Bylaws, Geothermal etc.) • Animal Control • Provide advanced support to the Regulatory Manager and Team Leaders through the prioritisation, scheduling and co-ordination of tasks enabling the effective use of time, fostering relationships with key stakeholders, and ensuring key reporting requirements are met • Liaise with customers, provide resolutions and resolve issues • Support the Regulatory Services Manager & Team Leaders in developing and promoting a culture of cross organisational accountability and an enabling regulatory environment • Review, develop, test and implement innovative concepts to improve internal efficiencies and processes • Work collaboratively to support internal and external stakeholder engagement • Assist in establishing transferable functional business processes and maintain relevant departmental procedural documentation. • Provide full meeting logistics where required by the Regulatory Manager including minute taking, minute distribution and action item follow-up. • 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:** • Tertiary qualification and/or relevant transferrable skills and/or relevant proven experience in business support/administration • High level of proven proficiency in technology, including complex software systems **Desirable:** • Knowledge of, or familiarity with, relevant legislation and/or the statutory processes related to the Local Government regulatory framework would be an advantage, (such as Liquor Act, Bylaws, Resource Management Act, Local Government Act. • Good understanding of the Local Government Official Information Act for the considerations around requests and provision of information to the public.

NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Proven knowledge and understanding of administrative support and operating systems. • The ability to define, understand and solve problems using initiative and creativity. • Well-developed interpersonal, conflict resolution and relationship engagement skills • A history of being a high performer who consistently delivers agreed performance outcomes and outputs • Experience using GIS, One Council and electronic document management systems. • Strong demonstration of a customer orientated, key account and solutions focus • Proactive engagement and acceptance of accountability • Excellent data entry, time management skills and integrity. • Experience in working with business improvement systems and solution development processes would be an advantage. • Proven ability to work as part of an inspired team