

Position Description

POSITION : Monitoring and Enforcement Office

REPORTS TO : Regulatory Services Manager

LOCATION : Alexandra

Purpose

To assist the community in ensuring customers meet their statutory responsibilities to protect our environment through the monitoring of land use resource consents and minimising the risk of nuisance through compliance with conditions of consent, the district plan, bylaws, and associated legislation in accordance with the Central Otago District Council Enforcement Strategy.

Our Values

Our values embody the culture of the Central Otago District Council, how we behave, and how decisions are made. They are built by staff, for staff, ensuring that all employees are on the same page so we can achieve and deliver our vision.



Respect each other, stand shoulder to shoulder – so that we may travel on this journey together.



**Me manaaki tētahi ki tētahi, me
pakihiwitahi te tū – kia haere tahi ai tātou**

Principal Duties and Responsibilities

1. Provide education and enforcement activities regarding the Resource Management Act, Building Act, and other associated legislation, regulations, District Plan, and Council Bylaws.
2. Monitoring of resource consent conditions and conducting site visits to determine compliance.

3. Respond to and action 'service requests' from the community and council colleagues in a timely manner.
4. Obtain compliance using information, education, persuasion, and enforcement tools.
5. Prepare and issue permits, notices, and infringements as necessary.
6. Provide reliable and helpful enforcement advice to council departments to assist in meeting the Council's Enforcement Strategy priorities.
7. To assist in the review of Council's bylaws, consultation, and hearings.
8. Carry out such other duties as may be allocated from time to time by the Regulatory Services Manager.
9. To collaborate with colleagues across the organisation as 'one team' to provide strong, proactive customer service to internal and external customers.
10. From time to time, at the direction of the Manager, you may be required to undertake duties in addition to those outlined.

Key Result Areas

Key result areas have been identified as follows. This is not an exhaustive list, and over time, specific plans will be developed to achieve desired results.

1. Monitoring of conditions imposed on resource consents and site visits, to make sound decisions to ensure compliance.
2. Assist with the compliance and enforcement activities regarding the Resource Management Act, Building Act, and other associated legislation, regulations, District Plan, and Council bylaws.
3. Respond to "Service Requests" (complaints) from the public and from other departments within Council in a timely and consistent manner.
4. Provide accurate, technical, and dependable regulatory and enforcement advice to all Council departments as necessary in accordance with Council's Enforcement Strategy.
5. To prepare and serve relevant permits, notices, infringements, and orders as necessary.
6. To assist in the review of Council's bylaws, prepare reports and present these at Council Meetings.
7. To assist the Parking and Dog Control Officers where required.
8. Ensure a high standard of customer focus in responding to enquiries and requests for service.

9. Work collaboratively with other departments within the organisation, in respect of legislation being considered for enforcement action.
10. Provide feedback to the District Plan Policy Planners.
11. Maintaining a database of all complaints with details on the action taken to investigate the matter.
12. Seek compliance through information, education, persuasion, mediation, and/or legal action.
13. Co-ordinate collaboration to achieve organisational outcomes.
14. To prepare detailed reports with recommendations of enforcement action, to enable sound decision-making.
15. Undertake strategic monitoring and enforcement campaigns to ensure that monitoring is targeted to concentrate on non-compliant trends in support of Council-wide objectives.
16. Check Building Consent and Project Information Memorandums for compliance with the District Plan and liaise with the Building team in order to follow the progress of building development.
17. Working collaboratively with other teams within the organisation, where there is alignment in respective legislation.
18. Provide feedback to resource consent planners on the effectiveness of consent conditions.
19. Assist in the development and implementation of the monitoring strategy.

Delegations

Makes decisions within the authority delegated by the Regulatory Services Manager and the Planning Manager.

RELATIONSHIPS

External	Internal
Consultants Members of the Public Contractors Otago Regional Council – Enforcement Team	Group Manager – Infrastructure, Planning and Regulatory Regulatory Services Manager Planning Manager Infrastructure, Planning, and Regulatory Team All Staff

Personal Qualities and Qualifications
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Experience/Knowledge

- Tertiary qualification in planning, resource management, building, or environmental health.
- A strong working knowledge of New Zealand's planning, environmental, and building legislation, local government bylaws, and legal enforcement procedures is expected.
- Experience in a range of desktop applications, including Microsoft Office.
- Strong organizational skills with the ability to prioritise work effectively and meet deadlines.
- Must be adept at managing conflict and can remain calm and professional when handling upset or difficult customers.
- A full New Zealand motor vehicle driver's licence.

Specific Skills

- Self-motivated, with the ability to work independently and exercise sound judgment.
- Excellent interpersonal and communication skills, particularly in collaborating across departments and engaging with the public.
- Skilled in building effective relationships and providing practical compliance advice.
- Able to prepare clear, concise technical reports and written communications on complex issues.

Personal Qualities

- Proven track record of contributing positively within a team environment, particularly in regulatory or compliance roles.
- Clear and confident communicator, able to build trust with customers and the wider public.
- Proactive and solution-focused, with a commitment to improving systems and customer service.
- High level of personal integrity and professionalism (sound judgment and discretion in sensitive situations).