# Position Description

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| **POSITION** | : | **Team Leader Planning Support** |
| **REPORTS TO** | : | Planning and Regulatory Services Manager |
| **LOCATION** | : | Alexandra |

## Purpose

To provide leadership and mentoring to the planning support and wider planning team.

Ensure statutory responsibilities of Council are met regarding the Resource Management Act, provide administrative assistance to the Planning and Regulatory Services Manager and develop and improve administrative processes and systems.
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## 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.




## Principal Duties and Responsibilities

- Lead **and manage the Planning Support Team**, providing day-to-day leadership, workforce planning, performance management, coaching, professional development, and regular one-on-one meetings to ensure the effective delivery of team objectives and service standards.
- Oversee **the delivery of planning administration services**, working closely with the Planning Team Leader and Planning Officers to ensure resource consents, Fast Track applications, notifications, certification processes, and

associated administrative functions are completed accurately, efficiently, and within statutory timeframes.

 Manage **customer and stakeholder engagement**, including responding to enquiries, providing guidance on planning processes, and investigating and resolving escalated complaints in a professional, timely, and customer-focused manner.

 Oversee **governance and statutory support functions**, including administrative support for Hearings Panels, Commissioners, District Plan hearings, and District Plan reviews and changes, ensuring all documentation and processes are completed to a high standard.

 Manage **financial administration and cost recovery processes**, including consultant purchase orders, invoice processing, resource consent invoicing, development contributions, consultant expenditure monitoring, and cost recovery activities in accordance with Council policies and procedures.

 Drive **continuous improvement initiatives** by reviewing systems, procedures, and workflows to enhance efficiency, compliance, customer experience, and service delivery outcomes.

 Undertake **other duties and projects as required** by the Planning and Regulatory Manager.

## Performance Measures

1. Customer, applicant, consultant and stakeholder enquiries are managed professionally and responded to within agreed service timeframes.
2. Planning support functions are delivered efficiently, ensuring statutory, regulatory and organisational deadlines are achieved.
3. Resource consent administration, fast-track administration, financial processing, cost recovery, purchase order management and consultant invoicing are accurate, timely and compliant with Council procedures.
4. Correspondence, reports, records and internal communications are completed to a high standard and within required timeframes.
5. The Planning Support Team is effectively led, with clear performance expectations, regular one-on-one meetings, and a positive, collaborative team culture.
6. Escalated customer enquiries and complaints are resolved professionally and in a manner consistent with Council policies and customer service standards.
7. Opportunities for continuous improvement are identified and implemented to enhance service delivery, efficiency and customer experience.
8. Key responsibilities and objectives are delivered to the satisfaction of the Planning and Regulatory Manager.

## Delegations

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

## Position Requirements

**Experience & Knowledge**

- **Experience in Resource Management, Planning Administration, Regulatory Services, Local Government, or a similar environment.**
- **Proven people leadership and team management experience.**
- **Experience with administration, records management, supplier invoices, purchase orders, and reporting.**
- **Strong customer service and stakeholder relationship management skills.**
- **Current full New Zealand Driver Licence.**

**Skills & Competencies**

- **Strong leadership, coaching, and team development skills.**
- **Excellent communication and interpersonal skills.**
- **Ability to manage workloads, priorities, and deadlines effectively.**
- **Strong organisational, problem-solving, and time management skills.**
- **Ability to handle escalated customer enquiries and complaints professionally.**
- **Competent in financial administration, including purchase orders, invoice processing, and consultant cost tracking.**
- **Ability to prepare accurate reports and maintain high-quality records.**

**Personal Attributes**

- **Customer-focused and committed to service excellence.**
- **Positive, professional, and solution-oriented.**
- **Honest, trustworthy, and accountable.**
- **Resilient and able to perform under pressure.**
- **Proactive, adaptable, and self-motivated.**
- **Supportive team player who contributes positively to workplace culture.**

**People Leadership**

- **Provide effective leadership and direction to the Planning Support Team.**
- **Set clear expectations, objectives, and performance standards.**
- **Conduct regular fortnightly one-on-one meetings and provide ongoing feedback and support.**
- **Manage team workloads to ensure service levels and deadlines are achieved.**
- **Foster a culture of collaboration, accountability, and continuous improvement.**
- **Support staff development, wellbeing, and engagement.**
- **Make timely, informed decisions and communicate them clearly.**

## RELATIONSHIPS

**External**

Public/ratepayers
Planning/Survey Consultants
Consultants/applicants
Commissioners
Solicitors and Engineers
After hours answer service

**Internal**

Chief Executive Officer
Group Manager – Planning and Infrastructure
Planning and Regulatory Services Manager
Planning Team
Customer Services
Mayor and Elected Members
All Staff