



Mahi Tahī

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

#arohatōmahi

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

Manaakitanga

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana - leaving a legacy which future generations will embrace.

Details

JOB TITLE	Āpiha Tūtohu Tūnga Waka Compliance Officer, Parking
REPORTS TO	Compliance Team Lead
GROUP	Community Experience and Services
DIRECT REPORTS	0
FINANACIAL DELEGATIONS	No
WARRANTS REQUIRED	Yes
GRADE	10

Purpose

The purpose of this role is to deliver parking compliance services that support safe, fair and accessible public parking across the Horowhenua District.

The Compliance Officer - Parking promotes compliance through education, communication, and fair, consistent enforcement. The role undertakes parking patrols, responds to customer enquiries and complaints, investigates parking offences and applies legislation with professionalism and sound judgement.

Parking is the primary focus of this role. As part of the wider Compliance Team, the role also provides support across other compliance activities as operational priorities require, helping deliver consistent regulatory services and positive customer outcomes.



Key Responsibility and Expected Outcomes

Parking Compliance

- Undertake proactive parking patrols throughout the district by vehicle and on foot.
- Monitor compliance with parking restrictions and apply a graduated approach to compliance through education, warnings and enforcement.
- Investigate illegally parked, abandoned and obstructing vehicles.
- Issue infringement notices and other enforcement actions in accordance with legislation, Council policy and delegated authority.
- Operate parking enforcement technology including handheld devices, parking management systems and Automated Licence Plate Recognition (ALPR).
- Monitor parking conditions and identify opportunities to improve parking compliance and accessibility.
- Support parking management during events, emergencies and other operational activities.
- Contribute to achieving the operational, customer and financial outcomes of Council's parking activity through fair, consistent and accurate enforcement.

Investigations and Enforcement

- Investigate parking-related complaints and determine the most appropriate response.
- Gather, assess and accurately record evidence.
- Maintain accurate records within Council systems.
- Prepare documentation to support infringements, legal proceedings and other enforcement actions where required.
- Exercise sound judgement and apply legislation consistently.
- Escalate complex or sensitive matters when appropriate.

Customer and Community First

- Treat every customer with respect, professionalism and fairness.
- Explain parking rules and Council decisions clearly, helping customers understand their responsibilities.
- Apply legislation fairly and consistently, using sound judgement in every interaction.
- Manage difficult situations calmly, confidently and professionally.
- Build trust and confidence in Council through positive customer interactions.

Wider Compliance Support

- Support other compliance work when needed and within your training and delegated authority.
- Assist with inspections, investigations and customer enquiries across the Compliance Team.
- Work with colleagues to deliver fair, consistent and customer-focused regulatory services.
- Continue developing your knowledge and skills to support the wider Compliance Team.

Continuous Improvement

- Keep your knowledge of legislation, Council policies and procedures up to date.
- Look for opportunities to improve parking services, customer experience and the way we work.
- Contribute ideas that improve consistency, efficiency and service across the Compliance Team.
- Maintain accurate records and information to support good decision making and continuous improvement.

Relationship Management

- Establish and maintain a network of key contacts to enhance Council's relationships across local government, government agencies, businesses, and the community.



Health Safety & Wellbeing

- Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

Council Contribution

- Actively contribute to the Community Experience and Services by performing duties as required, promoting a positive workplace culture, and participating in Emergency Management activities.

CAPABILITY & COMPETENCIES REQUIRED

SKILLS, KNOWLEDGE & EXPERIENCE

Essential

- Experience in a customer-facing, operational or regulatory role.
- Strong verbal and written communication skills.
- Ability to communicate confidently with a wide range of people.
- Ability to work independently and manage competing priorities.
- Confidence using mobile technology and business systems.
- Full New Zealand Class 1 Driver Licence.

Desirable

- Knowledge of parking legislation, infringement processes and Council bylaws.
- Experience using parking enforcement technology, including ALPR.
- Experience working in local government.
- New Zealand Certificate in Regulatory Compliance (or willingness to work towards).

Drives Community Outcomes

Delivers fair, consistent and customer-focused regulatory services that contribute to safe, accessible and well-managed public spaces while supporting positive outcomes for the Horowhenua community.

Delivery Focused

Delivers high-quality work with integrity and accountability. Uses sound judgement, manages competing priorities and follows through on commitments while maintaining accurate records and applying legislation consistently.

Mana Enhancing

Builds trust by treating everyone with fairness, professionalism and respect. Communicates clearly, exercises empathy where appropriate and protects the mana of customers, colleagues and the community.

Connected

Works collaboratively across the Compliance Team and wider Council, building positive relationships that improve customer outcomes and support consistent regulatory practice.

Resilient and Adaptable

Remains calm under pressure, adapts to changing priorities and approaches difficult situations with confidence, professionalism and a solutions-focused mindset.



Alignment with our community outcomes



We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.



We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district.

We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.



We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride.

We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

