

POSITION DESCRIPTION

Position:	Regulatory Support
Department:	Finance, Legal and Regulatory
Location:	Queenstown
Reports to:	Senior Regulatory Support
Date:	July 2022

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 48,300 which is projected to increase to 61,350 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has experienced significant and sustained growth in both resident population, and in international and domestic visitor numbers. Our demand projections forecast this growth to continue². The overall growth pressures the district is experiencing has led to the 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ [QLDC demand projections, March 2022](#)

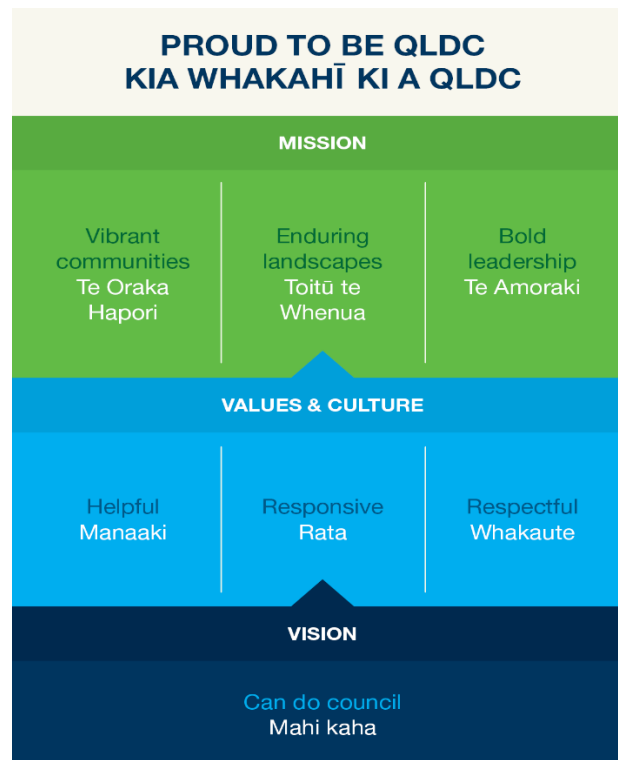
² [QLDC demand projections, March 2022](#)

³ [QLDC Ten Year Plan 2021 - 2031](#)

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 550 in July 2022, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Regulatory Administration Specialist role provides support to the Regulatory Department across teams while managing their own specific functions and responsibilities.

The role requires knowledge across all Regulatory Teams being, Alcohol Licencing, Environmental Health, Monitoring Enforcement and Environmental, Parking, Freedom Camping, Animal Control and Waterways Regulatory Services.

Individuals in the team have specific functions including but not limited to managing Infringement Waivers, processing of Alcohol Manager Licences, Dog Registration, Application and processing of the following activities: Licenced Premise Tours, Freedom Camping exemptions, Amusement Devices, "One Off" Heli Landings, Stereo seizure processing and release.

Management of Request for Service (RFS) is a key role, deploying staff and ensuring customer focused engagement with the Regulatory Team in a timely fashion.

In this role initial public enquiries for Regulatory functions will be triaged and often responded to relieving pressure on Teams.

KEY TASKS

- Regulatory Administration Specialist

Support across all Regulatory Teams being, Alcohol Licencing, Environmental Health, Monitoring Enforcement and Environmental, Parking, Freedom Camping and Animal Control and Waterways Regulatory Services. Below is a summary of some of these key functions.

Across all functions

- Manage Request For Services (RFS)
- Coordinate and assist activities/projects and work programmes
- Support Regulatory staff by providing information, undertaking research and preparing reports, files and documentation
- Process licence applications received, including sourcing information and verifying accuracy of information obtained with the appropriate staff
- Process and issue parking and other infringements, and consider waiver requests
- As required, process time and cost recovery and invoicing
- Provide administrative support including word processing, excel spreadsheets and PowerPoint presentations
- Arrange meetings, ensuring papers, agendas and minutes for meetings are prepared and distributed, room bookings made, rooms set-up
- Manage filing (electronic and paper based) of papers and correspondence
- Assist the team members in completing routine activities, leaving them to focus on specialist areas
- Ensure a consistent customer-centric approach to all operations
- Assist as a fire warden or first aider as required
- Contribute to a safe working environment as per the responsibilities for all staff in the health and safety act
- Write reports and present at committee meetings and/or full council meetings
- Summarise Bylaw and policy submissions
- Process refunds
- assist in Bylaw hearings

Parking and Freedom Camping

- Process Freedom Camping and Parking infringements
- Prepare court documents for hearings
- Assist in the disposal of abandoned vehicles while ensuring there is no security interest on the vehicle

- Process waiver applications
- Maintain towed car records
- Process 78B court forms and manage court withdrawals
- Process and issue parking infringements
- Represent council at infringement hearings
- Lodge infringement hearing papers at court
- Issue CCTV infringements
- Order officer uniforms and equipment
- Authority to engage towing contractor

Animal Control

- Process waiver applications
- Process and issue animal infringements
- Conduct the dog registration run and penalty run
- Issue dog tags
- Maintain and process bark collar loans
- Process more than two dog licences
- Assist and take on roles with the Animal Control Team on education programmes
- Assist in the Section 10A report
- Maintain NDD alerts and errors.
- Order officer uniforms and equipment

Environmental Health

- Process applications and certificates for Environmental Health premises including Hairdressers, Funeral Directors, Camping Grounds, Offensive Trades and Food Premises,
- Process the bulk run for each Environmental Health
- Upload XML files for Environmental Health Premises.
- Process and issue Environmental Health infringements
- Order officer uniforms and equipment
- Duty enquiries

Alcohol

- Processing applications and licences for Managers Certificates
- Manage and process notice of management change forms
- Upload NZILLI records
- Prepare Managers and Alcohol DLC hearing documentation
- Undertake clerk activities at DLC hearings and record minutes
- Pay ARLA monthly fees owing
- Conduct manager certificate interviews
- Order officer equipment
- Duty enquiries

Monitoring and Enforcement

- Process and manage Stereo Seizures
- Administer notice of works forms
- Chase up and manage initial correspondence on outstanding consent conditions
- Send pre inspection letters
- Process Heli Landing applications
- Process Freedom Camping exemptions
- Process amusement device applications
- Process and issue RMA and building infringements
- Order officer equipment

Waterways

- Process waiver applications
- Assist the Harbourmaster in legislative requirements
- Process and issue waterway infringements
- Order officer uniforms and equipment

Customer Service

- Waivers / enquires (Specialist) (EHO – Monitoring) Answering them.
- Deal with initial customer inquiries by telephone, e-mail or in-person
- Ability to deal with difficult or aggressive customers
- Establish ongoing dialogues with internal customers ensuring delivery satisfaction and value-added service
- Provide effective communication in a variety of challenging situations
- Cultivate a professional and positive image for QLDC

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services
- Willingly undertake any duty required within the context of the position
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents
- Comply with all legislative requirements
- Adhere to QLDC's Code of Conduct

KEY RELATIONSHIPS

Internal:

- Regulatory Administration Specialist, Parking and Animal Control Team Leader
- Regulatory Administration Specialist Senior
- Regulatory team – Breakdown to all teams
- QLDC Staff
- Finance team
- Legal Team

- Customer Services team
- Wanaka Community Board
- Parking Sub Committee
- Elected Members
- Harbourmaster (Waterways)
- QLDC contractors for Regulatory Functions

External:

- Ratepayers, residents and visitors
- Contractors and suppliers
- Business and Premise owners
- Dog owners
- Resource Consent holders
- Manager Certificate holders

ACCOUNTABILITIES AND DELEGATIONS

Financial Authority

- P Cards

Warrants

- Parking Warrants Land Transport Act 1998 – Local Government Act 2002 (Issuing Tickets and Waivers)
- Freedom Camping Act 2021 – Tickets and Waivers

Staff Authority

- No staff management responsibility

PERSON SPECIFICATION

Education

- National Certificate Level 3 equivalent qualification in business and/or administration or relevant Bachelor's degree

Experience

- 2 years' experience in a Local Government role or 3 years in a relevant customer service and/or administration role.
- Demonstrated experience in a range of desktop applications including Microsoft Office
- Demonstrated planning and organisational skills with an excellent eye for detail. Ability to effectively multitask
- Proven ability to establish and maintain effective relationships with customers and gain their trust and respect
- Demonstrated ability to take on responsibility and use initiative to prioritise work effectively under pressure and to tight deadlines
- Demonstrated experience in process/system improvement

General

- Ability to deal with aggressive people
- Well-developed communication skills, both written and verbal
- Excellent interpersonal skills. Relates well to all kinds of people
- Conveys a professional and positive image, with a courteous and efficient manner
- Highly motivated, achievement-oriented and innovative professional

COMPETENCIES

Core competencies for all employees of QLDC:

Integrity	<ul style="list-style-type: none"> ▶ Represents QLDC in an honest, ethical and professional way, supporting a culture of integrity and professionalism ▶ Acts on QLDC's vision, mission and values even when it is uncomfortable or difficult to do so ▶ Follows through on agreements; can be relied on to complete tasks and meet commitments ▶ Champions safety and wellbeing by role modelling safe and healthy work practices
Delivering Quality Results	<ul style="list-style-type: none"> ▶ Emphasises progress over perfection, taking action and initiative to resolve issues within established process and procedure ▶ Identifies key tasks needed to achieve objectives, establishing timelines and milestones to reach future state ▶ Shows commitment to completing work activities effectively ▶ Has a can do, will do attitude – taking on new challenges, making the most of every opportunity
Adaptability	<ul style="list-style-type: none"> ▶ Adjusts your plan and approach as the situation changes to deliver the best outcome ▶ Adapts pace of work to meet organisational demands ▶ Is open to new ideas and is willing to try new ways of doing things ▶ Aware of your impact on others and adjusts approach accordingly
Customer Focus	<ul style="list-style-type: none"> ▶ Is dedicated to meeting the expectations and requirements of internal and external customers ▶ Ensures actions, processes and decisions deliver sustainable customer satisfaction and support QLDC's interests ▶ Communicates effectively with customers and stakeholders to identify their needs and requirements ▶ Knows and understands the customer's position and looks for opportunities to add value and create a great customer experience
Managing Relationships	<ul style="list-style-type: none"> ▶ Establishes and maintains effective relationships with stakeholders and gains their trust and respect ▶ Listens carefully with an open mind and is receptive to others' ideas ▶ Is aware of and responsive to cultural differences when engaging with people and groups ▶ Ensures actions, processes and decisions deliver sustainable relationships and support QLDC's interests
Valuing Diversity	<ul style="list-style-type: none"> ▶ Displays an open-minded, non-judgmental attitude towards others ▶ Continues to listen and attend to others when they are being unclear or 'difficult'

	<ul style="list-style-type: none"> ▶ Actively seeks input from others who may have different perspectives and views ▶ Role models respect and sensitivity to diversity and difference to ensure an inclusive team environment
<p>Organisational Awareness</p>	<ul style="list-style-type: none"> ▶ Applies an understanding of QLDC's culture and values to their activities ▶ Knows how QLDC works – both the formal and informal channels to use 'to get things done' ▶ Adapts quickly to change and uncertainty, approaching change positively and as an opportunity for learning and growth

Competencies specific to the role: (delete those not applicable to role)

Problem Solving	<ul style="list-style-type: none"> ▶ Identifies potential problems, barriers, and risks and takes action to resolve them ▶ Seeks input and the perspectives of others to support efficient and effective problem solving ▶ Exercises judgement and makes good decisions ▶ Tries different approaches to overcome current obstacles and persists with efforts until an effective solution is found
Resilience	<ul style="list-style-type: none"> ▶ Demonstrates resilience by remaining composed and persevering through difficult or stressful situations ▶ Role models patience and tolerance when dealing with inconveniences and difficulties ▶ Recovers quickly from setbacks and adverse events ▶ Takes personal responsibility for decisions, actions, and mistakes
Influencing and Negotiating	<ul style="list-style-type: none"> ▶ Considers how you will influence over time and adopts a number of deliberate strategies to influence and communicate with others ▶ Achieves effective solutions and outcomes within challenging relationships, or when dealing with ambiguous and conflicting positions ▶ Picks up on people's social cues and reactions, and adjusts your approach accordingly ▶ Encourages others to talk, share and debate ideas to achieve consensus
Collaborating	<ul style="list-style-type: none"> ▶ Accepts and supports team decisions, is a 'good team player', do your share of the work ▶ Willingly shares information, knowledge and experiences with others ▶ Seeks out and works with others, regardless of team, function, business unit, geography, professional boundaries ▶ Fosters open dialogue and feedback
Inspiring, Direction and Purpose	<ul style="list-style-type: none"> ▶ Champions QLDC's vision and strategy and communicates the way forward generating enthusiasm and commitment to goals
Commercial Awareness	<ul style="list-style-type: none"> ▶ Ensures that day-to-day activities are aligned with and meet QLDC's longer term business objectives ▶ Utilises networks and market information to gather multiple perspectives and insights into customer needs and perceptions
Change and innovation	<ul style="list-style-type: none"> ▶ Drives continuous improvement and identifies opportunities to enhance processes and practices
Strategic Agility	<ul style="list-style-type: none"> ▶ Engages in critical questioning, looking for underlying causes and seeks to address those rather than make a "quick fix" ▶ Uses an in-depth understanding of local business and cultural practices to complete negotiations, resolve problems, and / or create business / community opportunities ▶ Uses analytical techniques to identify several solutions and weighs the value of each ▶ Anticipates and assesses the impact of changes to work-plans and initiatives such as changing political / economic conditions and responds appropriately