

## Your Position

<b>Your job</b>	<b>Business Support Officer – Monitoring and Compliance</b> <b>Āpiha Kaitautoko Pākihi - Aroturuki me te Tautukunga</b>
<b>Your group</b>	Policy, Planning & Regulatory Services
<b>Your team</b>	Monitoring and Compliance
<b>Your manager</b>	Senior Business Support & Improvement Officer, Katrina Teu
<b>Your base</b>	Council premises within Porirua

## What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

### Our strategic priorities are to:

- Invest in 3 waters infrastructure and catchment restoration
- Proactively respond to the climate crisis
- Advocate for and provide a safe, healthy and thriving community; and
- Put our children and young people at the heart of the city

### How we work together:

- Whakakotahi - Team up  
Mā te mahi tahi e puta ai he hua ki tō tātou hapori  
Together we make a difference for our community
- Mahi Atamai - Work smart  
Ka whakapātari i a tātou anō kia pai ake ai ngā hua  
We challenge ourselves to do things better
- Whakatinanatia - Make it happen  
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga  
We use our energy and skills to get things done

## Your team's purpose

Policy, Planning & Regulatory Service's purpose is to:

- Develop, prepare and oversee policy, plans and strategies relating to social, economic, environmental, infrastructure, climate and regulatory services issues (including resource management, climate and District Planning policy);
- Lead the corporate planning processes including the Long-term Plan and Annual Plan; Deliver the regulatory functions and monitoring / enforcement services in relation to District Plan development control, building control, environmental control and animal control.
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## Your purpose

The Business Support Officer (Monitoring & Compliance) role is to:

- Provide administrative and customer service support to the Monitoring and Compliance team
- Ensure the end to end processing of various applications are smooth and timely for customers and technical staff.

## Who you'll be working with

Your direct reports	<ul style="list-style-type: none"><li>• None</li></ul>
Your indirect reports	<ul style="list-style-type: none"><li>• None</li></ul>
External people and groups	<ul style="list-style-type: none"><li>• Members of the public and community organisations</li><li>• Government, public organisations and businesses</li><li>• Contractors, consultants and suppliers.</li></ul>
Internal people and groups	<ul style="list-style-type: none"><li>• Executive Leadership Team, managers and staff at all levels of the organisation.</li></ul>

## Your responsibilities

What you'll do	How you'll do it
Operational Delivery	<ul style="list-style-type: none"> <li>• Provide administrative support for the Monitoring and Compliance team. This includes coordination of document &amp; records maintenance, annual registration administration, financial administration, data entry of applications, data maintenance, contract management, infringement processing, mail merge support, general administration including but not limited to; scanning, photocopying, ordering supplies and data entry</li> <li>• Ensure the team is efficient, timely and meeting its statutory timelines under the various bylaws and legislative Acts (Land Transport Act, Dog Control Act, Porirua City Council Bylaws, Health Act, Food Act, Sale and Supply of Alcohol Act) as required.</li> <li>• Maintain &amp; improve electronic and manual systems, databases and documents, ensuring all files, emails, phone messages, correspondence with customers relating to any application or infringement, property or Council matter is accurately and securely saved in the Council's records management system</li> <li>• Interact with internal and external customers in a way that makes them feel understood and listened to and that positively grows our customer reputation</li> <li>• Respond to and investigate customer enquiries by phone, email or face-to-face in a timely and helpful manner and resolve issues</li> <li>• Provide backup to Business Support Officers as required to ensure all work processes are completed in line with service level agreements and statutory requirements</li> <li>• Look for opportunities to improve our administrative systems &amp; processes</li> <li>• Support other Administration teams if required and by mutual agreement.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Establish and maintain relationships with key stakeholders and business and industry groups</li> <li>• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive</li> <li>• Represent Council and the Policy, Planning and Regulatory Group at appropriate conferences, seminars and other events.</li> </ul>
Corporate Responsibilities	<ul style="list-style-type: none"> <li>• Build commitment of our vision, strategic directions, values and services</li> <li>• Willingly undertake any duty required within the context of the position</li> <li>• Adhere to our Code of Conduct</li> <li>• Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event.</li> </ul>

## Your skills, experience and qualifications

It's essential that you have:	<ul style="list-style-type: none"> <li>• A strong customer service ethos with an effective style in dealing with internal and external customers</li> <li>• Demonstrated effective and efficient administrative skills</li> <li>• Methodical and detail focused</li> <li>• High level of initiative, combined with sound judgement</li> <li>• Excellent communication, interpersonal and relationship skills</li> <li>• Proficient in Microsoft applications and comfortable with technology with the ability to work in multiple software applications</li> <li>• Good numeracy skills</li> <li>• Flexible and able to prioritise and accommodate competing demands</li> <li>• Reliable with a good work ethic</li> <li>• Collaborative and able to work in a team environment</li> <li>• Responds positively to change and is open to feedback</li> <li>• Current New Zealand Drivers Licence</li> <li>• Understanding and commitment to health and safety in the workplace</li> <li>• Understanding and commitment to diverse workplaces</li> <li>• Understanding and commitment to the Treaty of Waitangi and bicultural issues.</li> </ul>
It'd be great if you also have:	<ul style="list-style-type: none"> <li>• Relevant qualification in business and administration</li> <li>• Knowledge of Local Government practices and various legislative Acts</li> <li>• Previous experience with invoicing</li> <li>• Previous experience working in a regulatory environment.</li> </ul>

Last updated: March 2023



Porirua City Council supports an inclusive & welcoming environment & is a member of Diversity Works.