

Your Position

Your job	Team Leader Regulatory Support & LIM's Kaiārahi Rōpū Tautoko Pakihi
Your group	Policy, Planning & Regulatory Services
Your team	Building Assurance
Your manager	Manager Building Assurance, Leonie McPhail Murphy
Your base	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:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our 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 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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- The Climate and Environmental Planning team's vision is to contribute to a resilient and inviting city that enables our communities to thrive.

Your purpose

The Team Leader Regulatory Support and LIM's role is to:

- Lead a team to deliver high quality administrative support to the Building Assurance and Resource Consents teams
- Deliver high quality Land Information Memorandum services in line with legislation
- Lead a team to provide quality customer and information services
- Ensure the systems, processes and training used by the team are efficient, fit for purpose and support the staff to deliver timely and good quality services to our customers
- Ensure the customer voice is listened too, understood, and acted on in a timely manner

Who you'll be working with

Your direct reports	<ul style="list-style-type: none">• Regulatory Support Officer x 2• LIM & Property Officer
Your indirect reports	<ul style="list-style-type: none">• N/A
External people and groups	<ul style="list-style-type: none">• Members of the public and community organisations• Government, public organisations and business• Other local authorities• Contractors, consultants and suppliers
Internal people and groups	<ul style="list-style-type: none">• Executive Leadership Team, managers and staff at all levels of the organisation

Your responsibilities

What you'll do	How you'll do it
Leadership and Management	<ul style="list-style-type: none"> Lead a team to achieve results and provide a customer focused service by setting performance expectations, providing guidance and development, monitoring individual and team performance, and providing constructive feedback/support when necessary Ensure building and resource application services run efficiently and follow process accurately Ensure Land Information Memorandum (LIM) services are of a high quality and in line with legislative requirements Promote LIM obligations with other business units to ensure appropriate information is available and applied to applicable LIM's Manage resource requirements and workflows to ensure key performance targets and legislative timeframes are met Ensure staff are trained and equipped to provide high quality, technically correct and customer focused support Provide effective and efficient operational management of regulatory support activities Actively participate as a member of the regulatory leadership team Contribute to the development of plans and budgets for the team and functions they perform Work with the other Building Assurance and Resource Consent & Monitoring leaders to ensure they are getting the service they require from Business Support.
Operational Delivery	<ul style="list-style-type: none"> Lead the identification of customer service enhancements and efficiencies and coordinate the implementation of improvements, including improvements in technology, processes and capability Maintain high quality Land Information Memorandum Services Maintain knowledge of applications used by Building Assurance and Resource Consents & Monitoring as the subject matter expert and undertake application testing when required Work with the Business Technology Group to identify key business support improvements and implement accordingly Be a leader in the implementation of a new building application system Provide Administrative support to the Building Assurance team for any IANZ accreditation needs Prepare and present performance reporting and other measures, as required by the General Manager PPRS, Manager Building Assurance and Manager Resource Consents & Monitoring Regularly assess systems and processes to ensure they are meeting customer needs Manage and maintain financial administration, purchase order and invoicing processes Investigate and manage customer issues and complaints to resolution and/or provide support to help resolve issues Carry out customer service and general administrative duties to support the delivery of the work of the Regulatory Support team, as required Ensure the annual work plan targets are SMART and actioned accordingly Provide advice and information when requested or required, including reporting against deliverables

	<ul style="list-style-type: none"> Take a lead in the office appearance, housekeeping and all health and safety requirements Arrange, coordinate, or participate in training, special projects, working groups or committees, as required.
Relationship Management	<ul style="list-style-type: none"> Establish and maintain relationships with key stakeholders and business and industry groups Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive
Corporate Responsibilities	<ul style="list-style-type: none"> Build commitment of our vision, strategic directions, values and services Willingly undertake any duty required within the context of the position Adhere to our Code of Conduct Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event

Your skills, experience and qualifications

It's essential that you have:	<ul style="list-style-type: none"> Proven operational team leadership or management experience within a business support environment Natural customer facing abilities. Can easily apply the lens of the customer to councils services Experience implementing process and technology change to ensure customers have the best possible experience Strong planning, prioritising and reporting skills Good understanding of financial transactions and invoicing Excellent interpersonal and communication skills and the ability to establish and build upon working relationships effectively Good computer skills in the standard office applications, including a good level of knowledge of excel Understanding and commitment to bicultural and Treaty of Waitangi issues Understanding and commitment to equal employment opportunities Understanding and commitment to health and safety in the workplace
It'd be great if you also have:	<ul style="list-style-type: none"> Good understanding of the building consent and resource consent process Good understanding of Land Information Memorandum reports and the Local Government Official Information and Meetings Act 1987 Knowledge of Local and/or Central Government and a working understanding of the Building Act 2004 and Resource Management Act 1991 Previous experience working in a regulatory environment Relevant tertiary qualification

Last updated January 2026



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