

Advisory Officer

Horopaki | Context

Kaunihera Taiao ki Waitaha (Environment Canterbury) is the Regional Council for the largest region in Aotearoa/New Zealand, covering an area of 44,500 square kilometres, with a population of approximately 700,000.

As a regional council, we are responsible for managing natural resources including air, soil, water and land. We work in partnership with mana whenua Ngāi Tahu to protect the health of our environment to ensure a sustainable and prosperous future for our region.

The region's evolving environmental and political context means we will continue to be agile and adaptive, as we respond to regulatory and environmental changes.

Our mahi (work) is organised around the delivery of our three core services:

- Environmental Regulation and Protection
- Community Preparedness and Response to Hazards
- Public Transport

We are guided by our strategic drivers (pou):

- Putting the community and our customers at the heart of everything we do
- Growing our relationship with mana whenua into a true partnership
- Maturing our governance model and understanding of our political environment
- Removing pain for our people (and customers) by improving our systems and processes.

Our mahi is also underpinned by our values:

- Kaitiakitanga (stewardship)
- Pononga (integrity)
- Manaakitanga (people first)
- Whanaungatanga (collaboration)
- Māiatanga (can do).

Aronga | Purpose

The purpose of this role is to investigate, advise, educate, inform and resolve complex enquires for both internal kaimahi and external community members by delivering quality technical advice on legislation, plans, policies, and information about Environment Canterbury's functions and responsibilities.

This role supports and empowers the community members to make informed decisions. It includes problem-solving to find optimal solutions, influencing and persuading community members to modify behaviours, resolving conflicts through effective listening, engaging diplomacy, and building positive relationships.

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Ngā Haepapa | Accountabilities

- Liaise with internal and external stakeholders across all channels to deliver consistent, responsive, quality advice and guidance for complex technical enquiries. Investigate, analyse, and assess queries to determine the appropriate level of response. This includes requesting, coordinating, and collating information, interpreting data and legislation, and crafting responses while prioritising demanding workloads to consistently meet service level requirements
- Interpret and communicate technical plans, rules, and legislation to diverse audiences, tailoring advice ensuring clarity. Maintain currency on relevant legislation, policies, and Environment Canterbury's functions, applying judgment to source appropriate solutions in a dynamic environment.
- Using problem solving skills, deliver multifaceted technical solutions that address complex challenges and enquiries, ensuring effective outcomes for stakeholders
- Capture and record complete information in relevant databases/systems in a timely manner, to provide a comprehensive history of all stakeholder interactions, safeguarding the accuracy of our record and reporting information.
- Take ownership of stakeholder enquiries and relationships, using empathy, active listening, diplomacy, and tact to understand issues and establish a professional, friendly rapport. Facilitate customer service excellence by employing conflict management techniques, leveraging persuasive and influencing skills to negotiate and modify behaviour, and ensuring effective issue resolution and relationship building.
- Assist with training and coaching members of the Advisory Team and, when appropriate, the wider organization. This includes empowering, training, and mentoring colleagues by sharing technical knowledge and supporting others in problem-solving
- Develop expert technical skills in a specific area of Environment Canterbury business, champion and operate as the subject matter expert in this field, building an in-depth relationship with that business section, delivering training and support to Advisory Officers and handling escalations in this area of expertise.
- Engage and build positive, collaborative relationships within the organization, driving customer experience excellence, providing customer-focused input into projects, campaigns, and meetings, and ensuring the customer is at the heart of all decision-making processes and systems. Identify key themes, skill gaps, and system improvements, and work with relevant parties to address these issues, actively putting forward ideas and removing pain for our people and customers.

Toitū Te Tiriti | Treaty Partner Excellence

- Deliver outcomes that underpin and give effect to achieving Ngāi Tahu cultural and environmental aspirations, including but not limited to, mahinga kai and revitalisation programmes.
- Connect with our Ngāi Tahu partner to ensure understanding of Ngāi Tahu aspirations and priorities so that there is genuine input and contribution, which can be considered in mahi programme development and prioritisation.

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- Demonstrate openness and courageousness in approaching issues and in co-design of processes and systems, supporting thought leadership that can give effect to the progression of the partnership.
- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha/Canterbury and Te Rūnanga o Ngāi Tahu, to demonstrate our commitment to recognise and provide for the kaitiaki/responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision-making processes, effective engagement and development of existing working relationships.
- Support the organisation's cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual capability; planning and aligning work to support organisational cultural capability across all aspects of delivery.

Hauora me te Marutau | Health and Safety

The health, safety and wellbeing of our kaimahi and community is a priority for the Council, and we proactively implement robust health and safety practices. To meet our legal obligations, you must:

- Understand the health and safety and risk obligations that rest with this position, and care for your own health, safety and wellbeing and that of others you may interact with.
- Ensure awareness of, and compliance with, legislative and operational standards, policies and guidelines, including the Council's code of conduct.
- Maintain an enquiring mind, undertake your own due diligence, and apply your knowledge of best practice to ensure a detailed understanding of any risks associated with this position.
- Ensure that relevant certifications are maintained, if applicable.

Hononga ā-Mahi | Working Relationships

Kai rō Kaunihera | Within the organisation

- Accountable to the Advisory Services Team Leader to support the delivery of exceptional customer services to all community members and the citizens of the Canterbury Region, and for prioritising workload.
- Support and contribute to the delivery of the Sections and wider business' strategy, goals, and priorities.
- Work collaboratively with immediate advisory service colleagues on a daily basis to assess and interpret enquiries, building capability, identifying, and sourcing accurate information to be able to effectively respond to complex and technical customer queries.
- Build strong and effective relationships with key stakeholders and staff across the organization, encouraging two-way communication and support internally when gathering and investigating complex or sensitive enquiries for our external customers and stakeholders.

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- Nurture complex relationship management with a range of staff at different levels, ensuring that the customer perspective is a key focus while supporting and contributing to the delivery of the group and wider business strategy, goals and priorities.
- Collaborate with group members and the wider organisation, applying technical expertise and customer focus to meetings, projects and campaigns.
- Maintain frequent contact with Enforcement Officers and Incident Response staff, council scientific and technical staff and Advisory staff to support environmental outcomes.
- Effectively communicate themes, raising potential issues and sharing feedback promptly, contributing to process improvement and successful outcomes for our community.

Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha /Canterbury and Te Rūnanga o Ngāi Tahu.
- Demonstrate Council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.
- Develop and maintain strong relationships when communicating with other government agencies, legal representatives, consultants and external stakeholders in the local community and wider region, ensuring that the customer perspective is a key focus while seeking successful solutions.
- Engage persuasive and influencing skills, as required, to negotiate and modify behaviours supporting the delivery of sustainable working environments. .
- Liaise with persons affected by activities of consent holders, environmental agencies and interested groups to find solutions as required.
- Liaise with technical experts and professional peers to gain better understanding and receive technical advice and guidance as required.

Ngā Herenga Motuhake | Special Conditions

Hours of work are between 8.00am - 5.00 p.m., Monday to Friday; start and finish times are dependent on business needs and are determined by a roster; this will require flexibility of lunch breaks.

From time-to-time work outside normal hours of work may be required in order to attend public meetings, undertake training and meet any Civil Defence requirement.

As a regional council, we have a specific requirement to provide a civil defence function for Waitaha. Kaimahi are required to be available to assist, support or be associated, as reasonably required, with any Civil Defence emergency or any exercise organised in relation to this function.

Additionally, all kaimahi are expected to assist, support and respond, as reasonably required, to any event where the Business Continuity Plan is activated.

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Māngai Whakahaere | Delegations and Authorities

Where specified, this role has delegated authority to make decisions in accordance with Council-approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media-related activities.

Ngā Āheitanga | Capabilities

Tohu Mātauranga | Qualifications

- A tertiary degree with a preference for Resource Management or Science related field.

Mātau ā-wheako | Experience

- Preferably a minimum of three years practical experience in a customer related role.
- Local Government experience will be highly regarded.
- Well-developed oral and written communication and negotiation skills, including the ability to advocate the Council's policies in a positive manner and to provide clear and concise solutions.
- Ability to understand enquiries, investigate and gather multiple sources of information and apply technical and analytical skills to provide optimal solutions.
- A strong customer service focus with the ability to think outside the box, using initiative and ownership of enquiries to resolve complex enquiries and seek continuous improvements in processes and procedures.
- Strong relationship building and influencing skills with experience in conflict management.
- A team player with strong supportive and collaborative skills, able to work with a wide range of people.
- Strong time management skills, with the ability to juggle multiple priorities in a logical, calm and effective manner to deliver work within service level agreements.

Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the Team Member level sit beneath each of the following organisational competencies. To identify the competency expectations at this level view the competency framework in the P&C Kete.

Customer Focus	Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.
Business Acumen	Using an understanding of the organisation's position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers' perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.

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Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation's vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. However, from time to time the Advisory Officer will be required to accept and carry out other duties.

Band / Grade	Position Code	Last Updated
Grade 13/Band 4	CRELCUS.002	May 2025

I agree to undertake the responsibilities detailed in this job description:

Ingoa | Name: _____

Waitohu | Signature: _____

Rā | Date Signed: _____

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