

Compliance Account Lead

Horopaki | Context

Kaunihera Taiao ki Waitaha | Canterbury Regional Council, also known as 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 work with a portfolio of complex regulatory customers to enable them to comply. This role will contribute to Environment Canterbury's Compliance and Te Herenga Tuia outcomes.

This includes thinking about organisation-wide interests and impacts when interacting with customers or when planning activities and expenditure, collaborating inside the organisation to achieve the desired culture, making sound business decisions and taking ownership of leading and managing our people.

Ngā Haepapa | Accountabilities

This role will:

- Understand complex customers and their regulatory obligations
- Lead and enable a pro-active compliance approach to minimize the risk of non-compliance
- Fulfil the statutory obligations and operational requirements of Environment Canterbury
- Establish and maintain strong working relationships

Our compliance service works with resource users to help them to comply. An account management approach is required to work with our largest customers throughout the region who are operating within complex rules and consents. This role will be pivotal in shaping compliance in Canterbury by having direct impact across industries and for the environment.

This role will integrate operational and functional alignment to drive high performance and outcomes that ensure quality services are delivered to our communities in accordance with our values, strategies, ways of working and Long-Term/Annual Plan commitments.

- Lead compliance delivery for the customer by understanding the regulatory framework and the customer's operation, and how they interact
- Audit compliance of the customer
 - provide timely and accurate advice and guidance to help customers comply
 - manage monitoring and compliance projects and lead the resolution of complex issues
 - ensure resources are properly allocated to complete agreed-upon work programmes within set timeframes
 - create action plans with customer where compliance uplift is required and monitor progress of action plan
 - initiate enforcement action where appropriate Anticipate and forward plan any upcoming work e.g. annual reports, maintenance work, expiring consents, action plans
- Manage day to day communications with our largest customers and be the single point of contact for compliance
- Advise the Team Leader Compliance and Manager Compliance by providing compliance perspective to management decisions.
- Develop an in-depth understanding of the customer, consent conditions, obligations, background, key contacts and history
- Work with the consent holder/customer to ensure an understanding of the standards of good regulatory practices and that these are reflected in the customers behaviours
- Work internally to build connections that will help the customer to comply, including Strategy and Planning, Consents, Water and Land and Science, giving the customer a "one Ecan" view of our services

- Provide specialist technical analysis and develop alternative approaches to resolve issues that are complex or high risk and are of a significant importance to the organisation involving large, complex consents, abatement and prosecution recommendations.
- Operate in accordance with compliance procedures, policies and processes
- Proactively remain connected to customers, anticipate changes (legislative, staff, operation management) and identify potential issues, work with customers to find solutions
- Escalating risk to team leader where appropriate
- Tracking progress and reporting on compliance outcomes of customers
- Provide technical leadership, to coach and mentor the Compliance Monitoring and Enforcement staff, to grow knowledge and develop skills to ensure delivery of a high level of performance and a consistency in approach and facilitate staff professional development.

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.
- 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. People leaders' responsibilities include:

- Understand the health and safety and risk obligations that rest with this position and act at all times to ensure accountabilities are met.
- Maintain a safety-focused culture where health, safety and wellbeing are at the heart of decision making for kaimahi and the communities within which we operate.
- Maintain an enquiring mind, undertake due diligence and apply knowledge of best practice to ensure a detailed understanding of any risks kaimahi may face in their mahi and ensure these are appropriately removed or mitigated.
- Ensure awareness of and compliance with legislative and operational standards, and that relevant certifications are maintained.
- Ensure methods are in place to recognise and celebrate best practice and safety innovation.
- Provide opportunities for team involvement, education, and genuine participation in safety matters.
- Ensure methods are in place for all kaimahi, contractors and suppliers to be appropriately inducted and certified to carry out tasks safely.
- Ensure any organisational audit and assurance programme is undertaken as required and results are acted upon and regularly reviewed.
- Ensure processes are in place to communicate, consider and respond to information about health and safety.
- Take a planned approach to identify, analyse and manage risks within the section.
- Ensure regular monitoring and reviews are undertaken of risk controls and their effectiveness in relation to legislation, regulations and guidelines, organisational policies, procedures and our code of conduct.

Hononga ā-Mahi | Working Relationships

Kai rō Kaunihera | Within the organisation

- Accountable to the Team Leader Northern/Central/Urban/Southern Compliance, to ensure delivery on the accountabilities of the role.
- Influence, form and maintain robust working relationships with kaimahi in the wider Operations Group as well as the Groups of Science, Water and Land, Strategy and Planning, Communication and Engagement and others who have staff supporting delivery or contributing to associated processes.
- Actively engaging in the function to collaborate with other leaders and kaimahi to ensure alignment of strategy, projects, policies, processes, and systems to deliver the best results.
- Mentoring and developing the capability of compliance kaimahi to increase their ability to deliver.
- Understands the work of Tuia Te Herenga across the programmes of work within compliance.

- Accountable to work with the Te Pou Whakahāngai to be a Treaty partner of excellence.

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.
- Developing and leveraging relationships with key people and organisations throughout Waitaha/Canterbury to ensure industry alignment, connection with the community and leadership of shared opportunities to achieve Environment Canterbury's strategic outcomes
- Demonstrate our 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.

Ngā Herenga Motuhake | Special Conditions

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.

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.

Additional specific delegations may be given by the Chief Executive to the Chief People Officer on people and safety matters from time to time.

Ngā Āheitanga | Capabilities

Tohu Mātauranga | Qualifications

- A minimum of Tertiary degree in a relevant field (e.g., Science, Environmental Management, Environmental Policy, Natural Resources etc. or other qualification with experience outlined below) A

Postgraduate Science, Engineering or Resource Management related qualification would be an advantage

- A current full class 1 driver's licence with a clean driving record and the ability to drive vehicles with a manual or automatic transmission.

Mātau ā-wheako | Experience

- A minimum of ten years practical experience in an environmental regulatory implementation role or one related to the work of compliance functions (auditing, quality assurance etc) that relates to the work of a regional council. An understanding of irrigation schemes is an advantage
- Significant experience working in resource management, and an in-depth knowledge of the Resource Management Act and the implementation of resource management plans.
- In depth knowledge of Soil Conservation and Rivers Control Act 1941, Natural Built Environment Act 2023, and other relevant legislation is essential.
- Demonstrated experience in leadership or project management over the scope of operations, planning, resource allocation, and coordination of people and resources.
- Highly effective at operating within political and community focused environments and an appreciation or astuteness of the sensitivities relating to local government, democratic and public processes;
- Experience in effective customer and stakeholder engagement and communication with a diverse range of people
 - A customer centric work perspective that ensures work is delivered to help our customers comply with complex consents.
 - Proven success in influence and persuasion to develop and deliver improved environmental outcomes
 - Evidenced, considerable experience and ability to work collaboratively in a manner that links people, their work and processes aligned to organisational goals;
 - A high level of ability to coach, mentor and develop others including providing constructive, developmental feedback;

Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the Technical Leader level sit beneath each of the following organisational competencies.

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.
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. From time to time the incumbent will be required to accept and carry out other duties.

Band / Grade
7

Position Code
OPERCMP.031

Last Updated
April 2025

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

Ingoa | Name:

Waitohu | Signature:

Rā | Date Signed:



***Taking action together to shape a thriving and
resilient Canterbury, now and for future generations.
Toitū te marae o Tāne, toitū te marae o Tangaroa, toitū te iwi.***