

## Consents Support Officer

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### Aronga | Purpose

To provide a range of high quality, timely and accurate support services and advice to enable the efficient and effective processing of resource consent applications within legislative requirements and to assist the Consents section deliver strategic and operational objectives.

### Ngā Haepapa | Accountabilities

1. Effectively and proficiently provide a range of supporting administration functions and advice to the Consents section to enable the swift and efficient processing of at times, highly complex resource consents. This includes the collation of documentation, reports and information from internal and external customers, management of team members' deadlines, and inputting accurate information into systems.
2. Maintain regulatory records and databases to a high standard to ensure council policy and legislative obligations are met, requiring a highly detailed, accurate and methodical work process.
3. Train, support and upskill others in the use of databases, systems and processes to ensure a seamless service is offered to customers.
4. Establish, maintain and enhance communication and relationships with all key external and internal stakeholders. Ensure that all customer queries are handled according to procedures including escalations according to service level agreements, or statutory timeframes with the Resource Management Act 1991, or any other Act that applies to the position. Deliver and ensure exceptional customer service by applying a customer first approach, investigate, advise, promptly resolve and clearly articulate solutions to sometimes complex or technical issues.
5. Identify and act on opportunities for process improvement. Advise and support the business on best practice and ensure business continuity by applying process improvement knowledge, through mapping functions for which you are the subject matter expert. Be innovative and proactively contribute to establishing, maintaining and following internal processes.
6. Possess sound and current knowledge of the Resource Management Act and legislation, statutory process and documents relevant to this position. Be aware of any new regulations within the Resource Management Act with a focus on any which require administrative procedures to be updated as well as identifying areas for improvement to achieve good practice.

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7. Schedule, coordinate and support internal and external meetings, incorporating preparation of agendas, minutes, follow-up action plans and on-site support.
8. Lodge technical and cultural advice requests on behalf of Consent Planners.
9. Generate reports from internal databases that impact on roles and tasks. Make decisions (using guidelines, policy and experience) on the outcomes from the data shown on these reports and advise others who may need to perform tasks as a result.
10. Efficiently self-manage task delivery, working independently and as part of a team with the capability to adapt to variable situations and demands to ensure the processing of resource consents are delivered within statutory timeframes.

## **Toitū Te Tiriti | Treaty Partner Excellence**

- Deliver outcomes that underpin and give effect to the achievement of 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 so these can be considered in mahi programme development and prioritisation.
- Demonstrate an openness and courageousness in approach to issues and 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 the Waitaha Canterbury rohe and Te Rūnanga o Ngāi Tahu. To 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.
- Support the organisation's cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual capability and for the conscious planning and alignment of work to support organisational cultural capability across all aspects of delivery.

## **Hauora me te Marutau | Health and Safety**

Environment Canterbury is proactive in advocating robust Health and Safety practices; we take health, safety, and wellbeing very seriously.

- 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 (our people) and the communities within which we operate.

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- Maintain an enquiring mind, undertake own due diligence and knowledge on best practice to ensure a detailed understanding of any risks kaimahi (our people) may face in their mahi (work) and 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 – Consents Planning.
- Daily collaboration with colleagues and leaders within the Consents section to ensure the timely and accurate flow of information so that successful outcomes are achieved for the team and the organisation.
- Regular liaison as required with Science, Tuia, Zone Delivery and Planning teams to ensure the efficient flow of information to the Consents team to enable efficient processing of Consent applications.

### Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within the Canterbury rohe and Te Rūnanga o Ngāi Tahu. To 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.

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- Regular contact with resource consent applicants, resource consent holders, consultants, affected and interested parties and their representatives throughout the resource consent process to advise, support and enable.

## Māngai Whakahaere | Delegations and Authorities

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

- NCEA Level 5 qualification is essential.
- A tertiary qualification in Planning, Natural Resources, Environmental Management or other relevant discipline or equivalent level of experience is desired.

### Mātau ā-wheako | Experience

- Ideally 4-5 years experience in a professional, customer focussed environment.
- Experience working within legislative requirements, particularly sound knowledge of the Resource Management Act (RMA).
- Demonstration of previous experience requiring a high level of accuracy and attention to detail.
- Experience of Microsoft Suite of programmes to an intermediate – proficient user level – required.
- Well-developed oral and written communication skills, including the ability to advocate the Council's and legislative policies in a clear and concise manner.

### 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 or the Environment Canterbury Careers website.

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| 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   |

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|                     | 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 Consents Support Officer will be required to accept and carry out other duties.

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| <b>Grade</b> | 12 (Band 4) | <b>Position Code</b> | OPERCON.022 |
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I agree to undertake the responsibilities detailed in this job description:

**Ingoa | Name:**

**Tohu | Signature:**

**Wā haina | Date Signed:**

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