

Senior Compliance Officer

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 ensure resource users demonstrate compliance with relevant environmental legislation- such as the Resource Management Act 1991, regional plan rules, and the Soil Conservation and Rivers Control Act 1941- in relation to highly complex resource management activities. This is achieved through the leadership of targeted education, monitoring, in-depth investigations, and the strategic application of compliance and enforcement tools.

The role involves managing complex compliance challenges, leading responses to significant incidents and escalated non-compliance, and providing expert guidance on best practices to support resource users in meeting their regulatory obligations and promoting sustainable environmental outcomes.

Ngā Haepapa | Accountabilities

Focus on the right work

- Plan and prioritise daily/ weekly and monthly work with a focus on high complex consents / compliance priorities.
- Ensure reasonable compliance costs are recovered and are in accordance with policy.

Compliance monitoring

Ensure monitoring activity related to planned work is completed by:

- Ensuring cultural considerations are integrated into decision-making processes when identifying actions to address non-compliance and determining appropriate enforcement responses.
- Applying compliance monitoring procedures to assess resource users' activities against regulations, consent conditions and any other relevant information
- Selecting and applying compliance tools—enable, educate, engage, enforce—in alignment with current regulatory policy.
- Using sound judgment to match the tool to the situation, ensuring responses are proportionate, effective, and support long-term compliance
- Collaborate with resource users to develop actionable plans that establish a clear pathway to achieving compliance within agreed timeframes.
- Monitor the implementation of action plans by resource users and proactively manage progress to ensure timely resolution of outstanding issues.

Incident response and Co-ordination of significant events:

- Respond to significant reported environmental incidents
- Take immediate steps to minimise or eliminate environmental risks as they arise
- Provide on-the-ground oversight, including the preparation of situation reports (SITREPs), execution of field actions, and regular updates to the Team Leader.

Communication

- Delivers clear, timely, and context-appropriate correspondence to support resolution of non-compliance. Communicates outcomes in a timely manner and in line with organisational norms, and provides clear, well-reasoned compliance decisions.
- Ensures communications provide customers with actionable steps, relevant timeframes, and guidance tailored to their needs, using a variety of communication channels as is deemed appropriate for each situation.
- Communicates the legal and environmental implications of non-compliance while offering guidance on enforcement processes and catchment-specific context to support understanding and promote informed decision-making.
- Respond to internal and external resource consent enquiries and issues, using empathy, listening skills, diplomacy and tact to gain understanding of issues, provide advice and achieve cooperation regarding legislative compliance.

Recording of compliance work:

- Accurately records all customer interactions—verbal and written—in the designated digital system to ensure a complete compliance history.
- Ensures organisational timeframes for updating digital systems are met
- Maintains clear, accessible records that support continuity of service and enable staff to understand context for future engagement.

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Continuous improvement:

- Contribute to the review, improvement and implementation of compliance processes and practices to enhance effectiveness and efficiency.

Training and coaching:

- Provide training and coaching of Compliance team members, to contribute to competency development within the Compliance Section.

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. 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 Team Leader – Compliance, to ensure delivery on the accountabilities of the role.
- Ensure integration of work with other parts of the organisation by nurture effective, strong and valued relationships with colleagues and management, particularly within Contents, Science, Tuia, Water and Land, Biodiversity and Biosecurity teams to ensure proactive, transparent and timely outcomes are achieved for the organisation.
- Nurture effective, strong and valued relationships with Communication staff, Section Managers, Directors and Councillors to deliver the work programme to inform on Resource Management Act matters.
- Seek support and ensure integration of your work with other parts of the organisation, working with your Health, Safety and Wellbeing partner to ensure incidents are reported and corrective actions taken.

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.
- Collaborate with complex resource users to demonstrate compliance
- 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.

Ngā Herenga Motuhake | Special Conditions

The **Senior Compliance Officer** may be required to work outside normal hours of work at times to meet ECan business and community engagement needs.

The **Senior Compliance Officer** will be required to, where appropriate, participate in the 24-hour Incident Response roster.

Frequent work in the field, under a range of weather conditions will be required.

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.

Warranted under the Resource Management Act 1991:

Authorities to engage with resource users, carry out inspections and investigations, and take enforcement actions to ensure that resource users and community members comply with rules and regulations. Specific authorities available to RMA warranted officers include entry for inspection, entry for survey, seek information, issue an abatement notice, and issue an Infringement Notice.

Warranted under the Local Government Act 2002:

Authorities to Monitor the Flood Protection & Drainage Bylaw 2013. Carry out inspections on any land or buildings (except a dwelling house) to check that a breach of the bylaw or the commission of the offence has not occurred. In the event of an emergency, can immediately enter land or building.

Ngā Āheitanga | Capabilities

Tohu Mātauranga | Qualifications

- A minimum of a tertiary degree (Bachelor) in the field of Natural Resources, Environmental Management, or the equivalent, evidenced, other relevant discipline is required in this field.
- A post graduate qualification in Natural Resources, Environmental Management.
- A NZ drivers' licence is required.

Mātau ā-wheako | Experience

- Five or more years' experience working in a compliance role, including enforcement is required
- Preferred experience in the areas related to resource management, related science monitoring, engineering, or relevant environmental management
- Sound understanding of environmental processes and the assessment of environmental effects in the context of the Resource Management Act and/or other relevant legislation rules and regulations
- Proficiency in processing any activity as classified under the Resource Management Act 1991 is required, with the ability to apply legislation without need for assistance, across a wide range of activities.
- 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 reports/evidence on resource consent applications.
- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- A strong customer service focus with the ability to think outside the box, using initiative to resolve problems and seek continuous improvements in processes and procedures.

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- Ability to influence with strong collaboration skills, and ability to work with a wide range of people.
- Strong time management is essential, with the ability to juggle multiple priorities in a logical, calm and effective manner to deliver work within legislated response times.
- Proficient in the Microsoft Suite of Applications and an aptitude towards specialised systems and programmes

Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the Team Member 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
16

Position Code
OPERCMP.038

Last Updated
November 2025

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

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Ingoa | Name:

Waitohu | Signature:

Rā | Date Signed: