

# Team Leader Consents Planning

## 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 lead, support, mentor and develop a team of consent planners to help build and sustain a high-performing Consents team that will ensure the reputation of the organisation is strong, and that organisational objectives and legislative requirements are met. To develop and maintain internal processes to ensure they are robust and work closely with other areas of Council, stakeholders and external customers.

As a people leader, this role will provide engaging and dynamic leadership, integrating operational and functional alignment to drive high performance and deliver quality services to our communities, in line with our values, strategies, ways of working and Long-Term/Annual Plan commitments.

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.

Activities will be owned and delivered by the leader within the frameworks provided by corporate functions. For example, people leaders are accountable for, and supported in, leading their team members in all aspects of leadership and management through the provision of coaching, feedback, direction, support and development. Human Resources manages the overall framework around people policies and strategies, and managers operate and make decisions within it.

## Ngā Haepapa | Accountabilities

1. Lead, support, mentor and develop a high performing team of consent planners, ensuring they are able to efficiently and effectively process resource consent applications, focusing on delivering both environmental outcomes and legislative requirements.
2. Foster strong team culture by living and promoting the Environment Canterbury values and supporting team well-being, while managing workloads and competing demands.
3. Ensure the delivery of an effective programme of training in order for team members and the wider section to grow and fulfil their potential.
4. Collaboratively manage the consents workload, including the allocation of work, to ensure we meet legislative requirements, enable good environmental outcomes, and deliver continuous improvement through innovation, whenever possible.
5. Effectively resolve complex problems. Think innovatively and analytically in formulating solutions that can help ensure the achievement of consenting outcomes.
6. Collaborate with other Team Leaders Consent Planning to ensure operational consistency between teams. Monitor advice provided by the Resource Consents team to ensure that advice is consistent over time across all members of the team.
7. Ensure high quality and consistent delivery of customer communication and management of customer expectations. Develop and foster a culture of exceptional customer service.
8. Identify and successfully manage risks including environmental; reputational; legislative; organisational; and financial. Escalate risks and opportunities as required.
9. Build and maintain strong working relationships with the Principal Consent Planners to develop and grow the Section's capability.
10. Help facilitate a growth in the understanding of Te Ao Maori in the consents 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. 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

- Support and assist Regional Leader Consents Delivery and Manager Consents Planning to deliver organisational outcomes.
- Work daily with staff and management involved in consent processing to ensure operational consistency and that resource consents are processed in accordance with relevant statutory requirements.
- Work closely with Principal Consents Planners to encourage a 'one team' culture within the section and to grow the capability of the section.
- Collaborate with the Tuia team and Tuia Project Lead to embed Te Ao Maori into the culture of the Consents section.

### 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.
- Frequent liaison with resource consent applicants and their representatives, submitters, affected persons, statutory organisations, tangata whenua and other members of the public to progress consent applications.

- Frequent liaison with various government, local authority, industry and consulting agencies to achieve consenting outcomes.
- Maintain networks with industry and professional peers to stay abreast of current practice and facilitate industry improvements.

## 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 tertiary qualification in relevant resource management or business discipline.

### Mātau ā-wheako | Experience

- At least 3-5 years experience in managing people and teams
- At least 5 years practical experience in Resource Management
- Sound knowledge of the Resource Management Act 1991

### Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the Team 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 / 18

Position Code  
OPERCON.100

Last Updated  
[...]

**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.***