

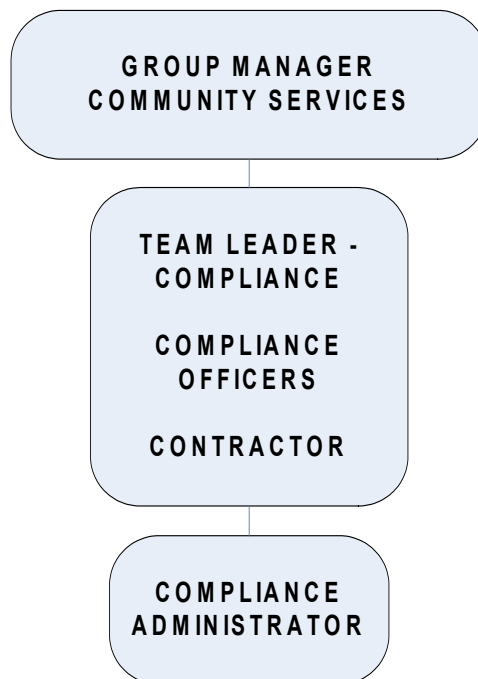


RUAPEHU DISTRICT COUNCIL

Job Description

Job Title:	Compliance Officer
Job Holder:	Vacant
Work Group:	Community Services
Responsible to:	Team Leader Compliance
Job Purpose:	To ensure statutory requirements are met for Dog Control Act, Impounding Act, Land Transport Act, Ruapehu District Plan and General Bylaws.
Date:	February 2020

Organisational Context



Functional Relationships

External	Internal
Partner agencies, After Hours Contractor, business people and members of the general public.	Chief Executive, Group Manager - Community Services, Team Leader - Compliance, Compliance staff, other Council teams/staff

Key Result Areas

This position encompasses the following major functions or Key Result Areas:

- Statutory requirements are met for
 - Dog and Animal Control
 - Impounding Act
 - Land Transport Act
 - Ruapehu District Plan
 - Ruapehu District Bylaws

The requirements in the above Key Result Areas are broadly identified below:

Jobholder is accountable for:	Jobholder is successful when:
Animal Control	
<ul style="list-style-type: none"> ➤ Preparing and undertaking a planned programme for patrolling the District on a regular basis to identify wandering, unregistered and menacing dogs, completing required forms. ➤ Preparing and undertaking a schedule of annual visits of at least 50% of properties within the District known to have dogs. ➤ Attending to Animal Control related calls logged on Council's service request system or received by Animal Control directly. ➤ Visiting owners of dangerous and menacing dogs on an annual basis. ➤ Ensuring that animals in the pound are well cared for, and that the pound is kept in a clean condition. ➤ Organising and assisting with the disposal of animals. ➤ Submitting reports on incidents pertaining to dogs, which have attacked or challenged any person or other animal 	<ul style="list-style-type: none"> ➤ Patrols throughout the District are undertaken, animals are impounded when necessary and required forms completed and documents prepared. ➤ Any unregistered dogs are identified and Dog registration forms are completed. ➤ All properties within the District known to have dogs are visited on a bi-annual basis. ➤ All customer calls are dealt with promptly in accordance with Council's Animal Control procedures manual and to the performance standard agreed to. ➤ Follow up action is taken when necessary in accordance with Council's Animal Control Procedures Manual. ➤ Accurate and up to date information relating to animal control is kept by utilising forms as per the Animal Control Procedures Manual. ➤ All patrols, visits and callouts are recorded. ➤ Owners of dangerous and menacing dogs are visited to ensure compliance with the effects of the classification. ➤ Adequate sustenance and suitable cleaning products are available at the pound. ➤ Accurate information relating to the pound is kept at all times ➤ Ensure that the disposal of animals is undertaken within the legislation. ➤ Reports are completed within 5 working days of any attack or incident involving a challenging dog.

Jobholder is accountable for:	Jobholder is successful when:
General Council Bylaws	
<ul style="list-style-type: none"> ➤ Handling enquires and issues relating to Council's General Bylaws including, but not limited to: <ul style="list-style-type: none"> ➤ Nuisances ➤ Hawkers ➤ Illegal signs ➤ Carrying out the functions of an Enforcement Officer. 	<ul style="list-style-type: none"> ➤ All customer service requests are dealt with promptly, to the performance standard as agreed ➤ Regular patrols and associated enforcement action are undertaken as required to ensure compliance with Council Bylaws. ➤ Compliance enforcement duties are carried out promptly and diligently as required.
Motor Vehicles and Parking Infringement Enforcement	
<ul style="list-style-type: none"> ➤ Patrolling Taumarunui, Raetihi and Ohakune business areas, enforcing the parking restriction arrangement in a fair, helpful and consistent manner. ➤ Proactively identifying infringements of the Traffic Law and Council Bylaws and issue Parking Infringement Offence Notices where offences are identified or observed. ➤ Undertaking all administration and documentation work associated with the issuing of infringement notices. ➤ Supporting the prosecution of any infringement through Court as required. ➤ Educating the public on Council Bylaws and Traffic Regulations. 	<ul style="list-style-type: none"> ➤ All vehicles are parked in the correct and appropriate positions and within the identified parking timeframes. ➤ Parking Infringement Notices are issued, if required, according to Council's Bylaws and other appropriate traffic regulations. ➤ Accurate information is recorded for the purpose of prosecution and associated follow up work is undertaken as required. ➤ Council is suitably represented in Court when required. ➤ The public have a clear understanding of Council Bylaws and Traffic Regulations.
Litter	
<ul style="list-style-type: none"> ➤ Responding to reports of Litter throughout the District. Note: The responsibility for Litter (and only Litter) extends to investigation of non-compliance on Council-owned land, ie, the dumping of litter at the gate of the Landfill or Transfer Stations. Responsibilities do not extend to customers depositing refuse incorrectly at the Landfill or Transfer Stations eg green bottles in the white bottle containers. ➤ Responding to enquiries relating to Abandoned Vehicles. 	<ul style="list-style-type: none"> ➤ All reported cases of littering in the District are fully investigated. ➤ All enquiries are handled in a prompt and efficient manner. ➤ Arrangements for the removal of rubbish by Contractors or in the case of Council owned refuse sites contact the Team Leader – Environment, once investigation is complete. ➤ Appropriate enforcement action is taken when required. ➤ Accurate information is recorded for the purpose of prosecution and associated follow up work is undertaken as required. ➤ Reports of Abandoned Vehicles are actioned as soon as possible and the vehicle is removed as quickly as the legislation allows for. ➤ Costs are recovered from the owner of the vehicle, where possible. Recommendations on initiatives such as vehicle amnesty are made to the Team Leader Compliance

Jobholder is accountable for:	Jobholder is successful when:
Excess Noise Control	
<ul style="list-style-type: none"> ➤ Responding to reports of excessive noise emissions in a timely manner that meet Council Policy and statutory requirements. 	<ul style="list-style-type: none"> ➤ Enquiries are handled in a prompt and efficient manner. ➤ Appropriate enforcement action is taken when required. ➤ Accurate information is recorded for the purpose of prosecution and associated follow up work is undertaken as required.
General	
<ul style="list-style-type: none"> ➤ Raising the level of public awareness of all matters pertaining to the duties carried out by the Officer. ➤ Attending to Environment related calls logged on Council's service request system. ➤ Initiating and putting forward ideas for improvement. 	<ul style="list-style-type: none"> ➤ The public are well informed. ➤ Regular programmes to increase public awareness are carried out within the budget provided. ➤ All customer calls are dealt with promptly and to the performance standard agreed to. ➤ Follow up action is taken when necessary. ➤ The Team Leader Compliance is aware of ideas and suggestions that could improve workflow etc within the Team.
Interpreting Policy and Ensuring Adherence	
<ul style="list-style-type: none"> ➤ Actively interpreting Statute and Council policy and ensuring adherence to the same. ➤ Providing policy advice to the Team Leader when required on all areas of duties. 	<ul style="list-style-type: none"> ➤ Council continues to meet its statutory and policy requirements. ➤ The Team Leader Compliance receives reports on policy matters and improvements.
Health and Safety	
<p>The CEO, as the Officer, has overall responsibility for the effective management of workplace health and safety within Ruapehu District Council (the PCBU). However, safety is everyone's responsibility and all workers should strive to meet and exceed the requirements of the Health and Safety at Work Act 2015.</p> <p>As a Worker your duties are to</p> <ul style="list-style-type: none"> ➤ Take reasonable care of your own health and safety. ➤ Take reasonable care that your actions or omissions do not affect the health and safety of other people. ➤ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to workers. 	<ul style="list-style-type: none"> ➤ Reasonable care of personal health and safety is taken. ➤ Reasonable care of acts or omissions have not adversely affected the health and safety of other persons. ➤ Policies and procedures relating to health and safety at the workplace have been adhered to.
Other Duties	
<ul style="list-style-type: none"> ➤ Acting as a member of the Civil Defence team, as required. ➤ Assisting in other duties as required from time to time. ➤ Meeting the general performance standards of Council. 	<ul style="list-style-type: none"> ➤ Duties are carried out as required.. ➤ Council continues to operate smoothly at all times. ➤ A consistent high quality service is provided.

Note: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process. This section may be stapled directly into the Performance Development form (Part 1 – Expected Results).

Work Complexity

Most Challenging Duties Typically Undertaken

- Interpreting and applying legislation.
- Investigation skills – collecting and presenting evidence.
- On call duties on occasion to back-up after-hours provider.

Functional Relationship Skills

Key Internal and/or External Contacts

- Team Leader, Group Manager
- General members of the public
- Police and other support agencies.

Nature of the Contact Most Typical

- Meeting with the public on compliance issues
- Working together on compliance issues

Person Specification

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current job holder has.) This may be a combination of knowledge/experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential

- Successful completion of secondary level education.
- A current clean and valid New Zealand drivers licence.

Desirable

- Experience in a similar field in Local Government.

Knowledge/Experience

Essential

- Experience in a regulation/compliance role.
- A sound understanding of the concepts and delivery of excellent Customer Service.
- Good written communication skills.
- Excellent oral communication and interpersonal skills, including dealing with emotional and difficult customers.
- Ability to interpret policies, procedures and regulations.
- Excellent organisational skills.
- Computer skills.
- Ability to assimilate new knowledge quickly.
- Ability to work unsupervised.

Desirable

- Sound knowledge of the following:
 - Dog Control Act 1996.
 - Resource Management Act 1991.
 - Land Transport Act 1998.

Key Skills/Attributes/Job Specific Competencies

Advanced Level

Compliance and complaint resolution: Successfully and quickly researching and closing off issues in a way that provides win-win options for customers.

Working Knowledge	Understanding and comprehension of Councils key documents and key bylaws and the key legislation for the role. Ability to interact well with the public at all levels.
Awareness	Ability to read and understand bylaws and legal documents.

Changes to the Job Description

From time to time, it may be necessary to consider changes in the Job Description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

Approved

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Chief Executive

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Date

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Employee

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Date