



## POSITION DESCRIPTION

Job Title:	Planning Officer
Team:	Regulatory Services
Responsible To:	Manager Regulatory Services Team Leader – Planning Services
Responsible For:	N/A
Job Purpose:	<p>This job exists to:</p> <ul style="list-style-type: none"> <li>▪ Carry out duties as required by the ‘Resource Management Act 1991’, directly related legislation, and applicable policies, standards, procedures, and guidelines.</li> <li>▪ Undertake tasks in accordance with Council policies, procedures, and regulatory requirements.</li> <li>▪ Deliver planning services in an efficient, friendly, and coordinated manner and provide an excellent customer service.</li> <li>▪ Provide an interface with the community in order to readily identify planning problems and concerns and to ensure that they are addressed.</li> </ul>
Date:	April 2021

## Council Values

Excellence:	Exceed Expectations / Follow-up / Continuous Improvement
Professionalism:	Polished appearance / Knowledgeable / Respect others / Represent TDC positively
People First:	Acknowledgement of achievements / Empathise / Listen
Trust:	Meeting commitments / Honest and direct / Supportive and loyal

## Key Relationships

Relationships must be developed and maintained in such a way to bring about a positive and respectful response from those whom the team member liaises with.

<b>External</b>	<b>Internal</b>
<i>General Public</i>	<i>Mayor and Councillors</i>
<i>Ratepayers and residents</i>	<i>Tribunal and Hearings Committee</i>
<i>Consent holders</i>	<i>Chief Executive</i>
<i>Applicants and Agents</i>	<i>Manager Regulatory Services</i>
<i>Consultant Planners</i>	<i>Council's Consultant Planner</i>
<i>Land Surveyors</i>	<i>Senior Planner</i>
<i>Designers and Architects</i>	<i>Team Leader – Building Services</i>
<i>Real Estate Agents</i>	<i>Tararua Alliance Staff</i>
<i>Iwi Authorities</i>	<i>Plant and Property Staff</i>
<i>Other stakeholders</i>	<i>Customer Services Staff</i>
<i>Coordinator District Advice (Horizons Regional Council)</i>	<i>Work Group Staff</i>
<i>Other local authorities</i>	<i>Other Council staff</i>
<i>Land Information New Zealand (LINZ)</i>	
<i>Ministry for the Environment (MfE)</i>	

## key Result Areas

The position of Planning Officer encompasses the following major functions or Key Result Areas:

- ❑ Application Processing
- ❑ MFE Reporting
- ❑ Plan Reviews and Changes
- ❑ Customer Service, Education, Technical Advice, and Information
- ❑ Risk Management and Compliance Monitoring
- ❑ Enforcement
- ❑ Workflow Management
- ❑ Annual Planning, Administration and Communication
- ❑ Organisational Responsibilities

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

Key Accountabilities	You are successful when
<b>1. Application Processing</b>	
<ul style="list-style-type: none"> <li>❑ Processing applications, notices, and objections for:               <ul style="list-style-type: none"> <li>- Land use Resource Consent</li> <li>- Subdivision Resource Consent</li> <li>- Variations</li> <li>- Certificate of Compliance</li> <li>- Existing use Certificate</li> <li>- Outline Plans and Waivers</li> <li>- Designation Requirements</li> <li>- Heritage Orders</li> </ul> </li> <li>❑ Receive and record applications.</li> <li>❑ Assess for the completeness of documentation prior to acceptance of application.</li> <li>❑ Assess completed applications, including technical review, follow-up correspondence and re-evaluation as required.</li> <li>❑ Reporting and making recommendations on the notification of applications.</li> <li>❑ Assisting with the notification of applications and receipt of submissions (if required).</li> <li>❑ Assisting with the coordination of hearings and notification of submitters (if required).</li> <li>❑ Assess submissions (if required) and reporting and making recommendations to approve or decline applications.</li> <li>❑ Presenting evidence to the Environment Court (if required).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Applications, notices, and objections are processed to meet statutory timeframes, performance targets and customer service levels.</li> <li>▪ Applications, notices, and objections are reviewed by appropriate technical and/or legal expertise and reports obtained as required.</li> <li>▪ Reports reflect developing case law (as appropriate).</li> <li>▪ Evidence complies with the code of conduct for expert witnesses.</li> </ul>
<b>2. MFE Reporting</b>	
<ul style="list-style-type: none"> <li>❑ Prepare and submit annual activity reports to MfE.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reports are provided within prescribed timeframes.</li> </ul>
<b>3. Plan Reviews and Changes</b>	
<ul style="list-style-type: none"> <li>❑ Ensuring the Council reviews its District Plan every 10 years.</li> </ul>	<ul style="list-style-type: none"> <li>▪ The Manager Regulatory Services is aware of statutory timeframes.</li> </ul>

<ul style="list-style-type: none"> <li>❑ Assist the planning team and consultant planner with the documentation and processing of changes to, and review of, the district plan.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assistance is provided in a timely manner and to the standard required.</li> </ul>
<b>4. Customer Service, Education, Technical Advice, and Information</b>	
<ul style="list-style-type: none"> <li>❑ Provide education, advice, and guidance to customers on planning activities and statutory requirements.</li> </ul>	<ul style="list-style-type: none"> <li>▪ A high standard of customer service is provided.</li> </ul>
<ul style="list-style-type: none"> <li>❑ Contribute towards processing LGOIMA requests, LIMs, PIMs, building consents, alcohol licensing and associated legislation.</li> </ul>	<ul style="list-style-type: none"> <li>▪ All the required information is provided in a timely manner and is complete, accurate and current.</li> </ul>
<ul style="list-style-type: none"> <li>❑ Work collaboratively with industry and partner agencies including the Manawatu-Wanganui Regional Council regarding planning matters on a regular basis.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Effective working relationships are maintained.</li> </ul>
<b>5. Risk Management and Compliance Monitoring</b>	
<ul style="list-style-type: none"> <li>❑ Take a pro-active and forward-thinking approach, identifying possible problems, threats, issues and opportunities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Potential issues are identified and dealt with at an early stage</li> </ul>
<ul style="list-style-type: none"> <li>❑ Receiving and responding to customer service requests/complaints and taking any necessary action.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Complaints are dealt with promptly and effectively and meets statutory requirements, performance targets and customer service levels.</li> </ul>
<ul style="list-style-type: none"> <li>❑ Managing inspections and monitoring of resource consents in a scheduled and systematic manner.</li> <li>❑ Undertake joint monitoring with partner agencies to ensure a co-ordinated approach to customer compliance.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compliance with conditions of resource consent, District Plan, Resource Management Act.</li> <li>▪ Compliance procedures carried out in accordance with Council strategies.</li> <li>▪ All records are completed and contain sufficient detail to identify and follow up areas of non-compliance.</li> </ul>

Key Accountabilities	You are successful when
<b>5. Risk Management and Compliance Monitoring Continued</b>	
<ul style="list-style-type: none"> <li>❑ Ensuring Council maintains a monitoring strategy.</li> <li>❑ Ensuring Council publishes an integrated monitoring report for policy and plans, consents and compliance, complaints, and state of the environment.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Council’s monitoring strategy is reviewed as required to remain current.</li> <li>▪ Monitoring reports are published to meet statutory timeframes, performance targets and customer service levels.</li> </ul>
<b>6. Enforcement</b>	
<ul style="list-style-type: none"> <li>❑ Implement the appropriate level of enforcement that is required to gain compliance, ensuring sufficiency of evidence and public interest has been considered.</li> </ul>	<ul style="list-style-type: none"> <li>▪ The Manager Regulatory Services is aware and appropriate legal advice has been received.</li> <li>▪ Court applications can be justified.</li> <li>▪ Environmental effects are minimised.</li> </ul>
<b>7. Workflow Management</b>	
<ul style="list-style-type: none"> <li>❑ Proactively manage own work to achieve service delivery standards and statutory timeframes.</li> <li>❑ Plan, organise and manage workload and outputs on a daily/weekly basis, escalating any workload issues.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Planning programmes are delivered to required standards within prescribed timeframes.</li> </ul>
<b>8. Annual Planning, Administration and Communication</b>	
<ul style="list-style-type: none"> <li>❑ Assisting with the development of the Council’s annual and long-term plans and fee review.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Timely and accurate information is provided.</li> </ul>
<ul style="list-style-type: none"> <li>❑ In cooperation with the Manager Regulatory Services, managing the department’s budget.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Expenditure is kept within the approved budget and accounts payable are dealt with promptly.</li> </ul>
<ul style="list-style-type: none"> <li>❑ Ensuring the Manager Regulatory Services is aware of policy or public relations matters of which he should be aware or proposed changes in legislation or practices.</li> </ul>	<ul style="list-style-type: none"> <li>▪ The Manager is always aware of relevant issues as soon as possible.</li> </ul>
<ul style="list-style-type: none"> <li>❑ Provide operational information to support monthly, quarterly, and annual reports of service performance.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Information is provided within required timeframes to complete reports.</li> </ul>

Key Accountabilities	You are successful when
<b>9. Organisational Responsibilities</b>	
<ul style="list-style-type: none"> <li>❑ Acting as an ambassador for our Council, going above and beyond to provide a helpful and supportive service at all times</li> </ul>	<ul style="list-style-type: none"> <li>▪ You are regarded as approachable and friendly.</li> <li>▪ You stop to listen, learn, and understand when assisting customers or staff.</li> <li>▪ Customers and staff recognise they have received the level of support and service you can provide.</li> <li>▪ You take the initiative to improve work practices for the best possible outcome.</li> <li>▪ You uphold and promote Council values and policies.</li> <li>▪ Council confidentiality practices are upheld.</li> <li>▪ Positive behaviour is demonstrated</li> </ul>
<ul style="list-style-type: none"> <li>❑ Attending training as required to maintain the necessary skills to fulfil the requirements of the position.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Council responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes.</li> </ul>
<ul style="list-style-type: none"> <li>❑ Undertaking Performance Development tasks/responsibilities in terms of Council's system.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Contribution to projects and Council initiatives: <ul style="list-style-type: none"> <li>- is effective and valued</li> <li>- is approached in a positive and helpful manner/attitude.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>❑ Demonstrating a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety in Work Act 2015.</li> </ul>	<ul style="list-style-type: none"> <li>▪ The employee complies with all directions and instructions from the Employer regarding health and safety and shall also take all reasonable steps to ensure that in the performance of their employment they do not undermine their own health and safety or the health and safety of others. Administration requirements are completed timely and accurately as specified, actions and site record keeping are in compliance with the Health and Safety in Work Act 2015.</li> </ul>
<ul style="list-style-type: none"> <li>❑ Participating in and undertaking emergency management duties as required</li> </ul>	<ul style="list-style-type: none"> <li>▪ After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management in the event of an emergency.</li> </ul>

Key Accountabilities	You are successful when
<b>7. Organisational Responsibilities Continued</b>	
<ul style="list-style-type: none"> <li>❑ Participating and contributing to Council projects and inter-departmental initiatives as requested/agreed</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proactive commitment to providing administration/support to all staff as required.</li> </ul>
<ul style="list-style-type: none"> <li>❑ Maintaining Council property and equipment and ensuring knowledge of correct use of equipment is up to date</li> </ul>	<ul style="list-style-type: none"> <li>▪ Plant and equipment is maintained in good working order.</li> </ul>
<ul style="list-style-type: none"> <li>❑ Fulfilling administration – reporting requirements (e.g. timesheets, vouchers, reporting)</li> <li>❑ Ensure all Council documents are filed in Council’s online Records Management System, TRIM/RM8. <ul style="list-style-type: none"> <li>✓ Physical documents</li> <li>✓ Electronic documents</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Administration support is completed both timely and accurately as specified.</li> <li>▪ Ensure all Council documents are: - <ul style="list-style-type: none"> <li>- Scanned if not already electronic.</li> <li>- Named per the guidelines set out by the Records &amp; Information Manager.</li> <li>- Saved &amp; stored in Council’s Records Management System – TRIM/RM8.</li> </ul> </li> </ul>

**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.*

## Work Complexity

### Most challenging duties typically undertaken:

- Working without immediate supervision, having to make decisions often without consultation due to nature of type of work and being face to face in the field.
- Remain up to date with various laws/ case law and policies so as to interpret and implement them as required. This includes, but is not exclusive to, Resource Management Act and regulations, District Plan, Building Act, Sale and Supply of Alcohol Act, Local Government Act, and Bylaws.
- Presenting detailed written and verbal reports and submissions to Councils Tribunal and Hearings Committee and Hearing Panels at public hearings, including responding to submitter evidence.
- Monitoring and enforcing conditions of resource consent and permitted standards.
- Resolving conflicts reported by service request.
- Issuing various enforcement procedures under the Resource Management Act and in accordance with Council procedures.
- Solutions to complex problems, using expertise and professional knowledge, resulting in well-judged recommendations for best options. These complex problems may be operational and require creative solutions and integration with other issues. These dealings have potential 'whole of organisation impacts' if not handled correctly.
- The nature of the contact most typical of this role requires the ability to be able to persuade and clarify issues that may be complex and sensitive. The role requires skills in relationship building, facilitation and conflict resolution, and motivating change rather than imposing change.
- The Planning Officer as Council's representative are charged with delivering a consistent, complex, prompt, and expert planning technical service that demonstrates compliance with statutory requirements and withstands legal challenge. This requires a high standard of personal conduct given the need to positively represent Council at all times.
- Dispute Resolution. Meeting customers and maintaining a fair and reasonable approach balanced with understanding, identifying, educating in relation to cause/effects of planning disputes to maintain statutory standards and requirements.



## 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 jobholder 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.*

### Knowledge / Experience / Qualifications (or equivalent level of learning)

Essential	Desirable
<ul style="list-style-type: none"> <li>▪ Qualification in one of the following:               <ul style="list-style-type: none"> <li>- A tertiary qualification in Planning, Resource Management, Environmental Management or equivalent.</li> <li>- Eligibility for entry into or studying towards the Postgraduate Diploma in Planning (that can be completed by distance education).</li> </ul> </li> <li>▪ Knowledge of the Resource Management Act 1991 and related legislation.</li> <li>▪ Maturity of judgement and outlook.</li> <li>▪ Excellent verbal and written communication skills including report writing and confident speaker.</li> <li>▪ Competent use of MS Office including Word and Outlook.</li> <li>▪ Current Driver's Licence.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Qualification in one of the following:               <ul style="list-style-type: none"> <li>- Bachelor of Resource and Environmental Planning</li> <li>- Bachelor of Environmental Policy and Planning</li> <li>- Bachelor of Environmental Planning</li> <li>- Bachelor of Urban Planning</li> </ul> </li> <li>▪ Membership of the NZ Planning Institute.</li> <li>▪ 12 months experience in a similar role.</li> <li>▪ Good knowledge of the Tararua District.</li> <li>▪ Proof of conflicts solved.</li> </ul>

## Key Skills/Attributes/Job Specific Competencies

*The following levels would typically be expected for the 100% fully effective level:*

Expert level	Resource Management Act 1991
Advanced level	Excellent oral and written communication skills Customer focused Ability to understand and apply legislation
Working Knowledge	Political awareness Resource Management Act 1991 and District Plan Building Act 2004 Ability to prioritise and schedule work Competency with Microsoft Office Council processes and procedures Report Writing Negotiation skills Ability to manage difficult customers Self-motivated and results orientated Interpersonal skills
Awareness	Environmental awareness Cultural awareness Treaty of Waitangi

## Personal Attributes

- Honest
- Team player
- Able to communicate effectively
- Able to operate effectively under pressure
- Committed to meeting deadlines
- Able to maintain confidentiality

## Changes to Position 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. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.*

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Employee Name  
Planning Officer

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Date

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Approved: Craig Lunn  
Manager Regulatory Services

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Date