



Position Description – Senior Planning & Development Technical Support (Policy)

Department: Technical Support
Directorate: Planning & Development
Location: Queenstown
Reports to: Manager Planning & Development Technical Support
Date: November 2024

Organisation & Values / Ngā Mātāpono QLDC

OUR PEOPLE ARE MOTIVATED BY A COMMON PURPOSE...	Caring		Connecting		Community
	Kotahitaka Ki te manaaki hāpori				
...AND THE WAY WE WORK DRIVES COLLABORATION...	Working with our communities		Positive, engaged and purpose driven		Working smarter
					Delivering our work, not my work
					Ready for any future
...AND VALUES DRIVEN BEHAVIOURS.	Helpful		Responsive		Respectful

Our purpose, the way we work, and values drive how we work together to deliver for our community. How we work and behave reflects our commitment to enabling community aspirations.

We are an organisation that is committed to fostering a culture of respect, equity, inclusion and diversity in everything we do. We believe embracing all backgrounds, perspectives and experiences within our community is a strength and a fundamental expression of our values.

We're Proud to Be QLDC and our culture is reflective of the environment in which we work.

Key Accountabilities / Rakatirataka

The Senior Planning & Development Technical Support is accountable for ensuring the district plan and related material is up to date and that statutory processes associated with the review of the district plan are executed. The role includes working with the Manager Planning Policy and Policy Team to project manage the district plan review including the programming of hearings, stakeholder and community consultation, and coordinating Council involvement in Environment Court Appeals.

The Senior Planning & Development Technical Support will be involved in managing the coordination of the district plan review, hearings, commissioners, consultants and governance functions and associated Council



meetings and workshops. The position will play a pivotal role in exploring and implementing enhancements to district plan work programmes and to improving the efficiency and effectiveness of delivery to internal and external clients.

Role Responsibilities

Technical Support

- Provide technical administrative advice to Commissioners, consultants and staff in respect of legislation (RMA, HASHAA, LGA, NBE and any other).
- Ensure legal risk is reduced in relation to all technical planning support activities through adherence to statutory timeframes and other legislative requirements
- Provide the service amongst the P&D Technical Support team with implementing continuous improvement initiatives and ECM/Promapp system support and training.
- Provide ongoing resourcing support to help with the identification, facilitation and implementation of improvement actions that support performance delivery and cultural development for the Policy team.
- Managing procurement panel requirements for the Policy team prior to and post engagements with contracts, service orders, communications and financials. Ensuring the P&D Technical Support team provides accurate financials and documentation.
- Managing invoice processing and purchase card transactions whilst being aware of expenditure against budget.
- Coordinate and assist activities/projects and work programmes for the district plan, this includes;
 - Manage the maintenance and development of the district plan to reflect Environment Court decisions, plan changes (rezoning), minor amendments etc, and ensure the district plan is up to date at all times
 - Being first point of contact for general enquiries regarding the district plan
 - Project management and project support for the district plan review ensuring project is effectively administrated and delivered within statutory timeframes to a high standard.
- Website content development for planning policy website including refreshing the content and usability improvements.
- Play a pivotal role in developing and implementing a work programme to create an integrated e-plan for the Operative District Plan.
- Assisting with district plan policy development.
- Assisting with the coordination of district plan appeals.
- Support the Manager Planning & Development Technical Support and Manager Planning Policy with administration support when and where required.
- Assist the Planning & Development team throughout the Plan Change process, including;
 - Plan changes are notified in accordance with statutory requirements and that all required documentation is distributed to appropriate parties within statutory timeframes
 - Assisting with public consultation on policy changes
 - Manage organising public hearings.
- Arrange meetings, ensuring papers, agendas and minutes for meetings are prepared and distributed.
- Manage filing (electronic and paper based) of papers and correspondence.
- Assist as required team members in completing routine activities, leaving them to focus on specialist areas.
- Ensure a consistent customer-centric approach to all operations.



Governance support and general administration

- Collate agendas, ensuring compliance with council policies and relevant legislation.
- Attend meetings and ensure that the proceedings of meetings are reported accurately.
- Ensure that all decisions are communicated to appropriate people and monitor the implementations of decisions.
- Manage all follow up work from minutes, i.e. preparation of an action list; ensuring items are referred on to the Full Council where necessary.
- Actively learning and providing administrative support for the entire Planning and Development department, and wider organisation, when required.

Operational Excellence

- Build a strong and resilient team, and ensure they have the tools necessary to perform with excellence.
- Ensure accurate flow of information is provided with statutory timeframes and safeguard any potential for risk.
- Continually seek efficiency gains to improve service delivery of processes and systems in order to drive effective, efficient and seamless workflows.
- Entice and implement innovative ideas with focus on quality output and better processes for Planning Policy.
- Ensure quality control of processes at all times and take corrective action when necessary.
- Keep up to date with legislative, regulatory and policy requirements and ensure changes are fully understood and implemented where appropriate.
- Foster a positive and friendly image of the organisation and inspire staff to achieve excellent results, along with a consistent customer-centric approach to all operations.
- Be the administrative lead supporting procurement for Planning Policy. Ensure quality control of these processes with contract engagement and management, and compliance with Council's values and objectives.

Health and Safety

- Ensures compliance to all legal/statutory and company requirements for Health and Safety.
- Adheres to all QLDC's Health & Safety policies and procedures.
- Is actively involved in QLDC's health and safety systems.
- Wears relevant personal protective clothing and equipment as and when required.
- Reports any pain, discomfort, or other health & safety concerns as soon as possible.
- Ensures all accidents, incidents and hazards are reported using QLDC's Health & Safety reporting procedures.

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.



Skills & Experience / Matauraka

Education

- Tertiary diploma qualified in a relevant discipline of business administration or Resource Management Act
- Demonstrated practical experience (7+ years) in a high-level administrative role in Resource Management Act 1991 or NZ Local Government sector essential.
- A general business tertiary qualification is desirable.

Experience

- Demonstrated experience in a range of computer applications including website development, Microsoft Office, Adobe Digital Publishing.
- Demonstrated experience in process/system improvement.
- Demonstrated planning and organisational skills with an excellent eye for detail.
- A general business tertiary qualification is desirable.
- Proven ability to establish and maintain effective relationships with customers and gain their trust and respect.
- Demonstrated ability to take on responsibility and use initiative to prioritise work effectively under pressure and to tight deadlines. Ability to effectively multitask.
- Well-developed communication skills, both written and verbal.
- Excellent interpersonal skills. Relates well to all kinds of people.
- Conveys a professional and positive image, with a courteous and efficient manner.
- Highly motivated, achievement-oriented and innovative professional

Key Relationships / Whanaukataka

Internal

- Manager Planning & Development Technical Support
- Manager Planning Policy
- General Manager Planning & Development
- Manager Resource Consents
- Senior Planners (Policy) and Policy Planners
- Elected members and corporate staff

External

- QLDC appointed RMA Commissioner panel members
- QLDC appointed Policy Planning expert panel members
- Customers
- Members of the public

Committees/Groups

- N/A



Authorities & Delegations / Rakatirataka

Financial Authority

- Financial Delegations - Category E

Staff Authority

- N/A

Contractual Authority

- N/A

Organisation & Position Competencies / Tikaka

Qualities we all share:

<p>Integrity</p> <ul style="list-style-type: none"> • Represents QLDC in an honest, ethical and professional way, supporting a culture of integrity and professionalism • Acts on QLDC's vision, mission and values even when it is uncomfortable or difficult to do so • Follows through on agreements; can be relied on to complete tasks and meet commitments 	<p>Delivering Quality Results</p> <ul style="list-style-type: none"> • Emphasises progress over perfection, taking action and initiative to resolve issues within established process and procedure • Prioritises and aligns tasks across the team to maximise efficiencies and deliver or exceed expectations • Acts decisively to turn around inefficient or under-performing parts of the business
<p>Adaptability</p> <ul style="list-style-type: none"> • Is open to new ideas and is willing to try new ways of doing things • Coaches the team and others to adapt to changing circumstances • Clearly and positively communicates the benefits/requirements of change ensuring they are understood by others 	<p>Customer Focus</p> <ul style="list-style-type: none"> • Communicates effectively with customers and stakeholders to identify their needs and requirements • Creates a culture which embodies the delivery of a high-quality customer experience across QLDC, ensuring systems and processes drive service delivery outcomes • Understands the different groups and coalitions in the wider business / community environment including the reasons for their underlying concerns and agendas and how they can affect and influence decisions and outcomes
<p>Managing Relationships</p> <ul style="list-style-type: none"> • Establishes and maintains effective relationships with stakeholders and gains their trust and respect • Ensures actions, processes and decisions deliver sustainable relationships and support QLDC's interests • Actively builds and develops partner relationships to create common goals and understanding 	<p>Valuing Diversity</p> <ul style="list-style-type: none"> • Is aware of and responsive to cultural differences when engaging with people and groups • Role models respect and sensitivity to diversity and difference to ensure an inclusive team environment • Creates a feeling of belonging and strong team morale through leveraging individual strengths and differences to enhance collaboration, discussion, and decisions



	<ul style="list-style-type: none"> • Builds an environment of collaboration and co-operation across QLDC, involving the most appropriate people from across the business
Organisational Awareness <ul style="list-style-type: none"> • Demonstrates an understanding of organisational culture and politics • Knows how QLDC works – both the formal and informal channels to use to ‘get things done’ • Applies an understanding of QLDC’s culture and values to their activities. 	

Qualities you’ll bring to the role:

Problem Solving <ul style="list-style-type: none"> • Identifies potential problems, barriers, and risks and takes action to resolve them • Seeks input and the perspectives of others to support efficient and effective problem solving • Exercises judgement and makes good decisions • Tries different approaches to overcome current obstacles and persists with efforts until an effective solution is found 	Resilience <ul style="list-style-type: none"> • Demonstrates resilience by remaining composed and persevering through difficult or stressful situations • Role models patience and tolerance when dealing with inconveniences and difficulties • Takes personal responsibility for decisions, actions, and mistakes • Recovers quickly from setbacks and adverse events
Influencing and Negotiating <ul style="list-style-type: none"> • Considers how to influence over time and adopts a number of deliberate strategies to influence and communicate with others • Achieves effective solutions and outcomes within challenging relationships, or when dealing with ambiguous and conflicting positions • Picks up on people’s social cues and reactions, and adjusts approach accordingly 	Collaborating <ul style="list-style-type: none"> • Accepts and supports team decisions, is a ‘good team player’, does their share of the work • Willingly shares information, knowledge and experiences with others • Seeks out and works with others, regardless of team, function, business unit, geography, professional boundaries • Fosters open dialogue and feedback
Inspiring, Direction and Purpose <ul style="list-style-type: none"> • Champions QLDC’s vision and strategy and communicates the way forward generating enthusiasm and commitment to goals 	Commercial Awareness <ul style="list-style-type: none"> • Utilises networks and market information to gather multiple perspectives and insights into customer needs and perceptions • Ensures that day-to-day activities are aligned with and meet QLDC’s longer term business objectives
Change and Innovation <ul style="list-style-type: none"> • Drives continuous improvement and identifies opportunities to enhance processes and practices 	Strategic Agility <ul style="list-style-type: none"> • Engages in critical questioning, looking for underlying causes and seeks to address those rather than making a “quick fix”



	<ul style="list-style-type: none">• Uses an in-depth understanding of local business and cultural practices to complete negotiations, resolve problems, and/or create business/community opportunities• Uses analytical techniques to identify several solutions and weighs the value of each
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