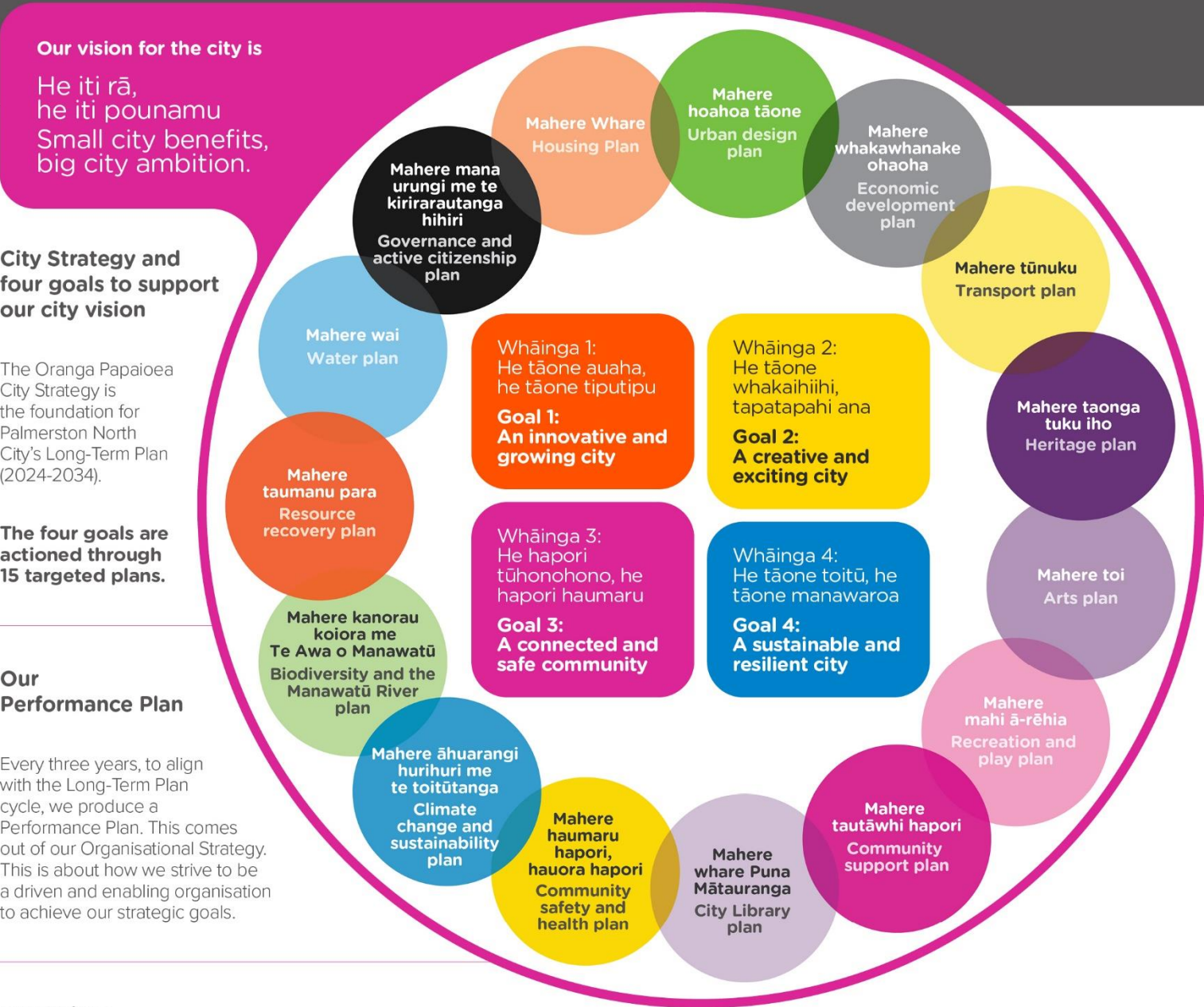


Position title	Team Leader Planning Services		
Reporting to	Manager Planning Services		
Group	Development and Regulatory		
Direct reports	6-7 FTE	Total reports	6-7 FTE
Financial authority	TBC	PNCC Grade	19
Date last updated	January 2025		



Our Values

**PONO**

Tuia te manawa tapatahi.  
Manaakitia te hau o roto, te hau o waho

We choose to be real and be positive.  
We act with integrity and fairness. We are mana enhancing and we care.

**WHANAUNGATANGA**

Tuia te manawa whakawhanaunga.  
Manaakitia te hau pāhekoheko, te hau o rau ringa

We cooperate and collaborate because we are stronger together. We treat each other with respect, valuing diverse contributions.

**KIA MĀIA**

Tuia te manawa mārohirohi.  
Manaakitia te hau o toa, te hau o hua

We work with courage and perseverance to serve our community. We trust in ourselves and our teammates to make it happen.

## CONTEXT

The Development and Regulatory Group is responsible for Emergency Management, Animal Control, Parking, Building, Planning, Social Housing, Environmental Health, Bylaws and Alcohol Licensing. The group ensures that the Council meets its statutory obligation to provide a safe and healthy community through enforcement of legislation, regulation, bylaws and industry standards.

## MAIN PURPOSE

The main purpose of this role is to lead and manage a team of regulatory planners and support staff who are primarily responsible for processing Resource Consents and responding to public enquiries associated with the District Plan. The role will significantly contribute to the technical expertise in the Planning Services Division and provide technical oversight to the Resource Consent processing function at Council.

## KEY AREAS OF RESPONSIBILITY

### Leadership/culture

- In conjunction with the Manager Planning Services take a leadership role in building a culture of planning excellence.
- Lead, develop, and manage your team to meet the needs of the city and individuals within the team. This will be achieved through setting clear expectations of team members; measuring and managing the performance of the team against desired outcomes; identifying and addressing skills or knowledge gaps; and proactively addressing any performance issues.

### Customer Service

- Ensure that effective, consistent and professional services are delivered to the community in accordance with service level agreements, the Business Plan/Strategic Plan for the Group and Councils Annual Plan and Long-Term Plan.
- Proactively promote a customer service ethos within the team and Division.
- Proactively seek out opportunities for continuous improvement of process, systems and outputs.
- Proactively contribute to the provision of an effective, informative and efficient customer service functions for those utilising these services.
- Take responsibility for LGOIMAS, complaints, customer and Councillor enquiries, ensuring that completion meets expected timeframes.

### Staff management/performance

- Coach and develop your team to ensure that they have the necessary competency to undertake their roles. This includes holding regular coaching and development sessions and documenting a development plan with your team.
- Regularly review Planners work to ensure decisions / recommendations are compliant and reports are completed to a high standard within statutory timeframes.
- Support and mentor Officers to ensure that they are well prepared when responding to objection to conditions/decisions and presenting evidence at hearings.
- Ensure Officers are supported to meet their requirements for chargeable hours.
- Ensure staff use systems correctly and with a high level of accuracy.
- Ensure data is captured accurately and in a timely manner, and available for local and national reporting, refunds etc.

- Support officers to meet the statutory deadlines on a consistent basis.
- Provide decision-making in respect of Resource Consents processed by staff and/or contractors.
- Ensure that Resource Consents processed by contractors conform with the same high standards in respect of quality and delivery timeframes as for staff members.

## Financial Management

- Work in a diligent and financially prudent manner in order to meet budget and Financial Plan requirements.
- Contribute to the annual Planning Fees and Charges review.
- Respond to objections to fees in a professional and timely manner.
- Contribute to the fair and reasonable charging practices for processing of Resource Consents.

## Advice

- Provide advice to Officers, Council and other parts of the organisation across technical planning matters.
- Provide advice on planning matters to external stakeholders.
- Ensure data is accurately maintained and retain in Council's document management system.
- Preparation of reports, attendance at hearings, and meetings of the Council and its Committees as required.

## Legal

- Remain abreast of legislative changes and their impact on the team.
- Ensure changes to the District Plan, Resource Management Act (1991) and other national direction are socialised with members of the team.
- Engage as required with our Legal Services Panel.

## Technical

- Ensure technical processes are fit for purpose and information is accurate e.g. checklists, planning information on website, pamphlets etc.

**Please note:** Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.

## EMPLOYEE RESPONSIBILITIES

- **Council Policies and Procedures:** Ensure self and team comply with applicable council policies and procedures.
- **Environmental:** Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws

and council policies. Promote the proactive management of environmental issues associated with conducting business.

- **Health & Safety:** Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly).
- **Employment Legislation:** Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

## KEY RELATIONSHIPS

### Internal:

- Infrastructure group
- Strategic Planning group
- Finance
- Health & Safety
- Building Services

### External:

- Businesses
- Developers
- Landowners
- Professional consultants
- Rangitāne O Manawātū
- Legal Services Panel

## TYPICAL KNOWLEDGE, SKILLS, AND ATTRIBUTES:

### Knowledge (*qualifications and experience*)

- A tertiary qualification in planning or resource management
- 5+ years postgraduate experience in this field of expertise.
- Membership of the New Zealand Planning Institute to full membership status, or equivalent recognised Institute is desirable
- A current driver's licence.
- Evidence of management experience is essential.

### Skills and Attributes

- Advanced statutory knowledge in Resource Consents and District Plan formulation.
- Actively ensures that professional knowledge within the team is developed and remains current.
- Ability to coach and develop others within the regulatory planning discipline.
- High level of analytical, conceptual and innovative thinking to address complex planning issues.
- Experience leading teams comprising people of different disciplines is desirable.
- Able to give firm and clear advice to Council, management, other staff and the public.
- Able to work co-operatively in a team and respect the opinions of others.

- High degree of competence in implementing Urban Design principles is preferable.
- Excellent time management and prioritisation skills.
- Able to develop and maintain strong relationships.
- Able to offer unbiased, professional advice.
- Ability to motivate and lead staff towards a common purpose ensuring that excellence is recognised effectively, and poor performance handled in a sensitive, timely, and effective manner.
- High degree of integrity with the ability to maintain strict confidence especially when dealing with sensitive and confidential information.
- Ability to identify and implement opportunities for improvement.
- Commitment to customer services.
- Ability to ensure that KPI's are met.

## REMUNERATION

- This new position is a Grade 19 within Council's remuneration system:
- Remuneration for the role is between **\$112,970** (85%) and **\$132,906** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a 3% KiwiSaver employer contribution will be applied (where eligible).

## OTHER

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Group activities.

## HEALTH & SAFETY

- We value our people and know they are the champions of our "great place to work". Part of this is our strong Health, Safety and Wellbeing programme, alongside Employee Experience development initiatives. We're proud that we have been awarded a SiteWise Gold status for health and safety.



## COMPETENCIES

Core	
Service	<ul style="list-style-type: none"> <li>▪ Recognises the diversity of customers, and adapts approach and style to meet their needs</li> <li>▪ Offers customers a range of solutions to problems</li> <li>▪ Demonstrates commitment to delivery of agreed solutions</li> <li>▪ Delivers and follows up on solutions</li> <li>▪ Seeks and gives feedback from customers</li> <li>▪ Looks for where improvements can be made to systems &amp; processes</li> </ul>



<b>Communication</b>	<ul style="list-style-type: none"> <li>Clearly communicates messages in a clear and concise manner</li> <li>Uses the most effective method and style of communication for the target group and the situation</li> <li>Uses active listening techniques including reflection and paraphrasing</li> <li>Shares ideas appropriately</li> <li>Recognises and minimises barriers to communication</li> </ul>
<b>Business ethics</b>	<ul style="list-style-type: none"> <li>Demonstrates integrity, honesty, and commitment</li> <li>Acts ethically in all dealings</li> <li>Is equitable and ethical in the treatment of others</li> <li>Is prudent in financial dealings</li> </ul>
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>Has an appropriate level of skill in computer software relevant to the requirements of the role. Is confident to try new software</li> <li>Looks for ways to improve efficiency through the use of technology - takes advantage of technology to achieve goals</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Proactively seeks and provides input into health and safety improvements in their work environment</li> <li>Promotes and participates in a healthy and safe work culture</li> <li>Keeps up to date with health and safety legislation and regulations relevant to the work they carry out</li> </ul>
<b>Role specific</b>	
<b>Intellectual Capability</b>	<ul style="list-style-type: none"> <li>Shows evidence of high level analytical, conceptual and innovative thinking.</li> <li>Goes beyond the immediate problem presented and probes to make sure all aspects are addressed</li> </ul>
<b>Project Leadership</b>	<ul style="list-style-type: none"> <li>Establishes and leads large and complex projects</li> <li>Communicates and sells the projects</li> <li>Builds alliances to achieve the projects</li> <li>Provides project leadership</li> </ul>
<b>Professional Skills</b>	<ul style="list-style-type: none"> <li>Has developed a body of professional knowledge reflected by a graduate or post graduate qualification</li> <li>Detailed understanding of relevant legislation and the ability to interpret and work within</li> </ul>
<b>Coaching &amp; Mentoring</b>	<ul style="list-style-type: none"> <li>Remains abreast of the latest professional knowledge</li> <li>Takes opportunities for professional development</li> <li>Actively seeks to coach and mentor staff</li> </ul>
<b>Organisational Excellence</b>	<ul style="list-style-type: none"> <li>Continually seeks to improve organisational performance</li> </ul>
<b>Relationship Building</b>	<ul style="list-style-type: none"> <li>Demonstrates understanding sensitivity to other groups and values diversity</li> <li>Actively works to develop and maintain strong networks with key stakeholders</li> </ul>
<b>Political Acumen</b>	<ul style="list-style-type: none"> <li>Understands the political systems and underlying drivers</li> <li>Understands the statutory and legal framework the Council operates within and able to effectively operate within this framework</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Develops a high performing project team</li> <li>Is an active and contributing team player in the organisation and Group</li> </ul>