

Licensing & Compliance Manager

Location	Thames Coromandel District	
Reports to	Group Manager Regulatory & Planning	
Group	Regulatory Services	
Direct Reports	4 Direct: Compliance & Bylaws Team Leader + 7 staff Environmental Health Team Leader + 2 staff Regulatory Administration Team Leader + 11 staff Compliance Advisor	
Authorities	Responsible for managing total budget of approximately \$2 million Delegated financial authority for purchases up to \$20,000 Warranted powers under Sale and Supply of Alcohol Act, Local Government Act, Dog Control Act, Litter Act, Health Act, Reserves Act, Land Transport Act, Freedom Camping Act	
Functional Relationships	<i>Internal and external</i> L&C Unit staff Managers and TCDC staff Mayor and Elected Members Central Government Agencies Other Local Authorities, professional bodies, contractors, other stakeholders as appropriate	<i>Purpose</i> Leadership and direction Support and advice Advice and reporting Advice and liaison Collaboration Advice and liaison Direction and engagement

Our Council

As one of the largest employers on the Coromandel Peninsula, we are proud to be Thames-Coromandel District Council.

We will provide high quality, affordable services and facilities with excellent customer service. We will maintain innovative leadership and empower our communities. We will strive to make the Coromandel Peninsula a desirable place to live, work and visit. We will be the best.

To achieve our vision we aim to attract, employ and support people to be their best while being guided by our core values of **respect, integrity, innovation** and **teamwork**.

How you fit

The **Licensing & Compliance Manager** plays a key role in ensuring that Council's strategic direction is supported, and operational needs are met, through efficient and effective management of Council's compliance, bylaws, environmental health and licensing functions.

Working closely with Regulatory staff, the role will provide advice and guidance to key stakeholders and elected members, ensuring all actions are completed in an effective and customer focused manner. Additionally, the role will provide support to the Building Control Authority.

Your responsibilities

Accountable for	Successful when
Technical Leadership	<p>Council's Licensing and Compliance responsibilities and related strategies, plans and processes are managed efficiently and effectively in accordance with legislation requirements and reflect sector best practice; including but not limited to:</p> <ul style="list-style-type: none"> - Council's policies and bylaws are developed and implemented, are fit for purpose and reflect sector best practice and legislative requirements. - Delivery and reporting functions for Council plans and strategies are fulfilled within required timeframes. - All documentation meets Council and statutory requirements including agreed timeframes, budgets, and required quality standards. - All staff have sufficient resources to successfully deliver requirements and responsibilities of their roles. - Systems and processes are embedded to support accurate and secure file and document management. <p>Team Strategic and Business Plans are developed, implemented and managed to ensure efficient and effective delivery of Licensing and Compliance functions that meet Council outcomes.</p> <p>Specialist technical expertise and advice is provided to the development, communication and implementation of policies, bylaws and plans.</p> <p>Team performance is actively monitored and measured to ensure outcomes are met and risks are identified.</p> <p>The Regulatory Manager receives regular impartial, accurate and comprehensive advice and updates on activities, projects and annual plan matters to support decision making.</p> <p>Relevant risks and / or issues are identified in a timely manner with consistent, effective, sustainable solutions implemented.</p> <p>Specialist technical advice and reporting is provided to Senior Leadership Team and / or Elected Members and Council Committees, as required.</p> <p>Internal reviews and / or operational and contractual audits are completed regularly to meet compliance and quality standards, with high success rates.</p> <p>Internal review, audit outcomes and / or non-conformance investigations are completed and addressed within priority timeframes.</p> <p>New innovations are identified for ongoing system improvement.</p>

Financial Management	<p>Team budgets and financial information are clearly understood, documented and monitored to meet agreed requirements.</p> <p>Purchase Orders, Monthly Accruals and Invoices are processed in accordance with Council guidelines.</p>
Staff Leadership	<p>Direct reports are competent and effectively deliver to achieve identified outcomes with high quality performance.</p> <p>Team environment promotes and enables an effective, high performing, engaged and connected team.</p> <p>Responsibilities of a good employer is always demonstrated.</p> <p>A safety awareness culture is led by example.</p> <p>A customer focused approach in all activities and communications is promoted and modelled.</p> <p>Business improvements are identified, developed and implemented for service delivery to enhance service and staff development and a customer and business friendly culture.</p>
Relationship Management	<p>Internal relationships are effectively managed and maintained where Managers and staff seek advice and guidance in a timely manner with successful outcomes.</p> <p>Internal training is coordinated, as required, to ensure staff are competent and confident in compliance and licensing functions of Council.</p> <p>Key stakeholders and customers receive high quality responses to information requests in a timely manner; including but not limited to:</p> <ul style="list-style-type: none"> - Processes are embedded to enable proactive and positive customer interactions that support constructive professional relationships. - Council has opportunity to provide input and influence relevant decision making. - Appropriate and timely consultation and meetings with individuals, community groups and stakeholders. - Cultural protocols and safety practices are observed to support initiatives, consultation and relationships with Iwi.

Organisational Support	<p>Knowledge and skills are shared and other staff are supported.</p> <p>Procedures, information systems and policies are documented and complied with.</p> <p>Appropriate and agreed continuous professional development is undertaken.</p> <p>Civil Defence and Emergency Management training and activities are participated in.</p> <p>Other duties may be requested by the manager to support the business unit.</p>
Health, Safety & Wellbeing	<p>All reasonably practicable steps are taken to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or inaction.</p> <p>All reasonable workplace health and safety policy and procedures are followed.</p> <p>Any reasonable instructions given are complied with.</p> <p>A personal commitment to Health, Safety and wellbeing is demonstrated, in accordance with TCDC's Health and Safety Policy.</p>
Te Tiriti o Waitangi	<p>Commitment to an understanding of Te Tiriti o Waitangi is demonstrated, building a knowledge of Tikanga Māori.</p>

About you

Honesty, Enthusiasm, Accountability, Respect and Teamwork are considered core competencies for all staff.

A successful *Compliance & Licensing Manager* will need the following to succeed:

Education / Training	<p>Regulatory qualifications would be preferable.</p>
Experience	<p>Demonstrated experience in a policy review, development and implementation within a regulatory environment.</p> <p>Demonstrated understanding and application of relevant legislation and guidelines, and Council Bylaws.</p> <p>Demonstrated leadership and management experience.</p> <p>Demonstrated experience in developing and maintaining high quality, effective relationships between local government and key stakeholders.</p> <p>Demonstrated experience of embedding a continuous improvement culture in business processes.</p>

Knowledge, skills and attributes	<p>Strong strategic ability, able to drive and influence decisions confidently with highly developed interpersonal and communication skills</p> <p>Solution focused, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities</p> <p>Innovative mind set, is an improvement focused team player that shows initiative and inspires commitment to achieve Council outcomes</p> <p>Strong decision making and problem-solving skills, can confidently analyse and apply key information with good judgement and takes accountability</p>
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I certify that I have read this position description and reasonably believe that I understand the requirements of the position. I understand that:

a) This position description may be amended by the employer following reasonable notice to me

b) I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position.

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Employee

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Date

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Employer

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Date