



**Mahi Tahī**

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

**#arohatōmahi**

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

**Manaakitanga**

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

**Tiakitanga**

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana - leaving a legacy which future generations will embrace.

**Details**

JOB TITLE	Kaiārahi Tūrohu   Compliance Team Lead
REPORTS TO	Customer & Compliance Manager
GROUP	Community Experience and Services
DIRECT REPORTS	5
FINANACIAL DELEGATIONS	TBC
WARRANTS REQUIRED	Yes
GRADE	16

**Purpose**

The purpose of this role is to lead and support Council's Compliance Team to deliver high-quality regulatory services that are fair, consistent, customer-focused and aligned with legislative requirements. The role is responsible for overseeing compliance, monitoring and enforcement activities, developing staff capability, managing operational performance, and driving continuous improvement across the team.



### **Team leadership & Operations**

- Lead, support and develop the Compliance Team to deliver high-quality regulatory services and achieve team and organisational objectives.
- Oversee the delivery of Building Compliance, RMA Compliance and Monitoring, Parking Enforcement and other assigned regulatory functions.
- Plan and manage resources, performance and operational priorities to ensure legislative requirements, customer service standards and business objectives are met.
- Monitor and manage operational expenditure within approved budgets and identify opportunities to improve value and efficiency.
- Monitor performance and drive improvements to service delivery, efficiency and effectiveness.
- Promote a positive, customer-focused culture and ensure compliance with Council health and safety requirements.

### **Compliance & Enforcement**

- Oversee investigations, monitoring programmes, complaints and enforcement activities across areas of responsibility.
- Support staff to manage complex, high-risk or sensitive compliance matters.
- Ensure regulatory decisions are fair, consistent, evidence-based and aligned with legislation, Council policies and procedures.
- Promote an approach that balances education, engagement and enforcement to achieve positive compliance outcomes.
- Review and provide oversight of enforcement recommendations, notices and regulatory actions where required.
- Ensure complaints and enquiries are responded to professionally and within agreed timeframes.
- Identify emerging compliance risks and work proactively to address them.

### **Service Improvement**

- Identify opportunities to improve systems, processes, practices and customer experience.
- Contribute to business planning, development, review and implementation of policies, bylaws, procedures and service standards.
- Lead and support continuous improvement initiatives across the Compliance Team.
- Prepare reports, briefings and performance information for management and governance purposes.
- Provide advice and recommendations to management on regulatory matters, emerging issues and service improvements.
- Support organisational projects and initiatives relating to compliance and regulatory services.

### **Health and Safety**

- Carry out all work safely and in accordance with Council health and safety requirements.
- Identify and appropriately manage risks associated with active construction and field-based environments.
- Ensure safe work practices are maintained during inspections, investigations and incident response activities.
- Participate in wellbeing, health and safety, and business continuity activities where required.
- Promote a strong health and safety culture by modelling safe behaviours and holding yourself and others accountable for following Council health and safety requirements.

### **Stakeholder Engagement**

- Build and maintain positive working relationships with customers, contractors, consultants, regulatory agencies and community stakeholders.
- Work collaboratively with other Council teams to achieve shared organisational outcomes.
- Represent Council professionally in meetings, hearings, site visits and community interactions.
- Liaise with external organisations and agencies to support effective compliance and regulatory outcomes.



## CAPABILITY & COMPETENCIES REQUIRED

Respond to customer concerns and stakeholder issues in a professional, solutions-focused manner.

### SKILLS, KNOWLEDGE & EXPERIENCE

- Experience leading staff in a regulatory, compliance, monitoring or enforcement environment; including managing staff performance, coaching and capability management.
- Experience interpreting and applying legislation, bylaws, policies and procedures.
- Experience preparing reports and providing recommendations on regulatory or operational matters.
- Strong communication, leadership, planning and decision-making skills.
- Ability to build effective relationships with customers, stakeholders and partner agencies.
- Commitment to customer service, continuous improvement and positive community outcomes.
- Qualification in regulatory practice, environmental management, planning, compliance or a related discipline preferred.
- Current full New Zealand Driver Licence.

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### *Drives Community Outcomes*

Delivers impactful outcomes for the community by providing exceptional service, fostering meaningful iwi relationships, integrating Te Reo Māori and tikanga, and continuously improving efficiency within the Horowhenua District Council environment.

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### *Delivery Focused*

Delivers high-quality work with integrity, accountability, and efficiency, following through on commitments, engaging with iwi where appropriate, and using digital tools effectively to achieve meaningful community outcomes.

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### *Mana Enhancing*

Builds trust by placing people at the heart of decisions, embracing diverse cultures, upholding high standards of professionalism, nurturing personal growth and self-care, and protecting the mana and integrity of relationships.

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### *Connected*

Builds strong, trust-based relationships across teams and the community through clear communication, collaboration, and cultural engagement, creating a connected and inclusive environment that drives better outcomes.

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### *Resilient and Adaptable*

Adapts to change with curiosity and resilience, maintaining focus under pressure, seeking diverse perspectives, and persevering to deliver the best outcomes for the community.

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## Alignment with our community outcomes



We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.



We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district.

We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.



We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride.

We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

