



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	Āpiha - Whakamana Raihana Compliance Officer - Licensing
REPORTS TO	Licensing Team Lead
GROUP	Community Experience and Services
DIRECT REPORTS	Nil
FINANACIAL DELEGATIONS	TBC
WARRANTS REQUIRED	Yes
GRADE	14

Purpose

The purpose of this role is to deliver regulatory and compliance services across alcohol licensing, food safety, and environmental health, ensuring timely, consistent, and customer-focused outcomes. The Compliance Officer – Licensing, is responsible for administering alcohol licensing processes, undertaking routine food verifications and registrations, responding to non-complex environmental health complaints, and providing general compliance and frontline customer support.



Compliance Monitoring & Enforcement

- Monitor and support compliance with legislation, regulations, and bylaws relating to alcohol licensing, food safety, and environmental health activities
- Undertake inspections of licensed premises, food businesses, and other regulated activities to assess compliance with relevant legislation, bylaws, policy and standards
- Apply a consistent and proportionate compliance approach in line with Council policy
- Support general compliance activity across the team, including responding to service requests and assisting with wider regulatory work as required

Alcohol Licensing

- Process and assess alcohol licence applications, renewals, and variations in accordance with the Sale and Supply of Alcohol Act 2012
- Undertake inspections of licensed premises to assess compliance with licence conditions
- Provide input into and preparation of reports and documentation for District Licensing Committee processes as required
- Respond to enquiries from applicants, licensees, and the public

Food Safety & Verification

- Process food business registrations and undertake low to medium complexity food verifications under the Food Act 2014
- Assess compliance with food control plans and national programmes
- Provide practical, clear advice to food operators to support compliance

Environmental Health Complaints

- Investigate and respond to non-complex environmental health complaints, including non-compliance with Council bylaws, excessive or unreasonable noise, nuisance, and general public health matters
- Determine appropriate actions in line with legislation, Council Bylaws and/or policy, and best practice
- Escalate complex or high-risk matters to an Environmental Health Officer or Licensing Team Lead

Customer Service & Advice

- Provide clear, practical, and mana-enhancing advice to businesses and members of the public on regulatory licensing, and compliance requirements
- Support customers to understand and meet compliance expectations
- Contribute to timely and effective resolution of customer enquiries and service requests
- Putting service delivery to our customers & community at the centre of what you do by following through on what we say we will & by responding to all service requests within 2 working days

Health Safety & Wellbeing

- Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

Council Contribution

- Actively contribute to the Community Experience and Services Group by performing duties as required, promoting a positive workplace culture, and participating in Emergency Management activities.



CAPABILITY & COMPETENCIES REQUIRED

SKILLS, KNOWLEDGE & EXPERIENCE

- Experience in a regulatory, compliance, enforcement, or customer-facing role
- Ability to interpret and apply legislation, policies, and procedures in a practical and consistent way
- Working knowledge of relevant legislation (eg. Sale and Supply of Alcohol Act 2012, Food Act 2014) or the ability to pick it up quickly
- Experience carrying out inspections, assessments, or investigations, and determining appropriate actions
- Strong communication skills, including the ability to explain requirements clearly and manage challenging conversations professionally
- Well-developed organisational skills, with the ability to manage competing priorities and meet deadlines
- Strong attention to detail, with the ability to manage accurate records and use Council systems effectively

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 landscape.

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.

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.

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.

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.



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.

