

## Regulatory Officer

To provide strong administrative and information management support for an effective and efficient regulatory service.

**ORGANISATION**  
**NGĀ POU | OUR VALUES**



**Manaakitanga**  
The customer is at the centre of everything we do.

**POU 1.**



**Rangatiratanga**  
We aspire to the highest standards.

**POU 2.**



**Whakapono**  
We strive to be trusting and trustworthy.

**POU 3.**



**Whanaungatanga**  
We act with courage, respect, kindness and empathy.

**POU 4.**



**Kotahitanga**  
We embrace diversity and strive to be inclusive.

**POU 5.**



**Aroha**  
We believe in and encourage each other.

**POU 6.**



**RANGITIKEI**  
DISTRICT COUNCIL

**He oranga Whenua,  
He oranga Tangata,  
He oranga Wairua.  
Tihei Mauriora!**

**If our Land is cared for,  
if People are looked after,  
if the Spirit is strong,  
we can build a  
better future for all.  
Let there be life!**

*Making this place home*

## Our expectations

As part of the Rangitikei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational values, working together, and focussing on outcomes rather than tasks.

That means we will:

provide strong customer service to all our customers  
operate collaboratively as a total Council team, and  
deliver our services in a way that is best for the district (as opposed to best for the Council)

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Regulatory Officer – that's your primary role at Rangitikei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're crafting a new way of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

## What you will do

- Champion data management with the Planning Department, ensuring current and historic information is filed in accordance with information management best practices, including EDRMS (electronic document record management system) administration.
- Undertake Administration for Food and health registrations for Environmental health officers, including typing and sending letters as well as maintaining and updating relevant electronic and paper records.
- Monitor the RFS (Request for Service) system within the Regulatory area, ensuring matters are followed up, actioned and responded to in the timeframes required.
- Undertake administration for Liquor Licensing including offering support for Council's Liquor inspector.
- Provide support to Council's Building Compliance Officer, as directed, with respect to receipting, logging, circulating and issuing all Building Warrant of Fitness/compliance schedules, and including all associated administration tasks.
- Assist Council's Senior Planner – Compliance with enforcement/compliance administration as directed.
- Manage Council's BBQ booking system and the BBQ's maintenance requirements
- Provide back up support to the Senior Regulatory Officer as directed, excluding any task associated with liquor licencing officer duties.
- Provide back up support to the other Regulatory Officer as directed.

## Health and Safety

- Accurately and promptly report all accidents, incidents, near misses, hazards and risks by the end of the working day
- Keep yourself and others safe
- Adhere to all Council Health & Safety policies, procedures and guidelines

## What we all do

- Grow and develop resilient customer focussed staff, within a culture based on personal responsibility
- Provide a safe, flexible and supportive environment, where performance is recognised and success is celebrated
- Embrace training and professional development opportunities for continuing improvement
- Undertake Civil Defence Emergency Management responsibilities if required

## Our customer commitment

We strive to deliver excellent customer service by:

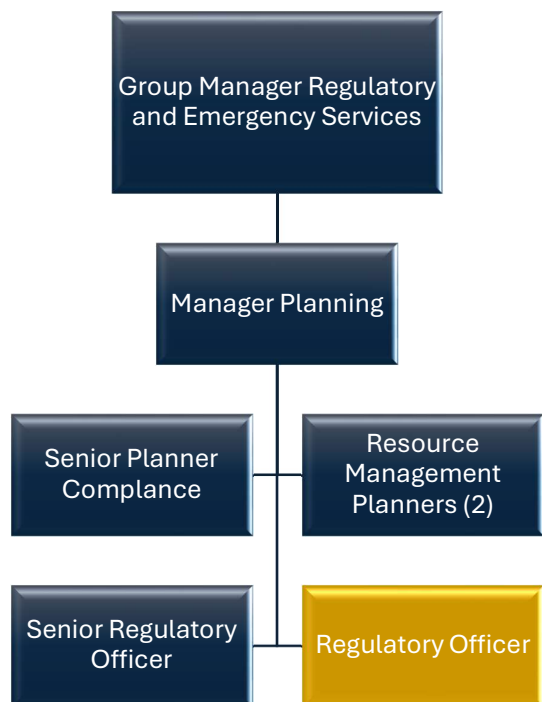
- Understanding and anticipating needs
- Dealing with enquiries promptly and fully
- Providing quality support and information
- Communicating changes to services in advance

We will:

- Welcome, listen and treat everyone respectfully
- Acknowledge and follow up all complaints and requests for service, and provide a timely response
- Seek feedback on the service received so we can continue to improve what we do

## What you will bring

- Experience in administration
- experience in regulatory practices and policies preferred
- Proficient in managing and implementing data bases
- Ability to work effectively and efficiently and to set and meet appropriate standards and deadlines



- Excellent interpersonal skills and the ability to establish and build on working relationships effectively
- Strong computer skills including both literacy and competency in the Microsoft Office suite, and the ability to learn new technology and software
- High level of accuracy and attention to detail
- A strong team player with proven ability to work well with and interact successfully with other people
- Thorough understanding and advocacy for the principles of customer first