

Consents Business Support – Administrator

Purpose | Te arotahi mātua

The Consents Business Support – Administrator role is responsible for working collaboratively and cohesively within the Resource Consents team to undertake all aspects of consents administration and processing according to legislative and statutory requirements. This includes maintaining the consents database and records management, supporting the application process, ensuring adherence to regulatory requirements and statutory timeframes, and providing excellent customer and administrative services.

A fundamental part of this role will be to effectively communicate consent information to a range of audiences.

Role dimensions | Te ahu mahi

Responsible to: Team Leader – Consents Business Support
Responsible for: Nil
Primary location: Stratford but may be required to travel throughout the region

Organisational context | Te horopaki whakahaere



Role specific areas of responsibility | Whakaritea ngā wāhanga kawenga

The key responsibility areas are provided as a guide only. Performance measures for this job will need further discussion between the job holder and People Leader/Manager as part of the performance development process.

Supporting the Resource Consent Process

- Support the application process and issue consents to ensure consent applications are processed in accordance with proper processes and within statutory timeframes.
- Ensure all administrative matters associated with resource consents are dealt with in a professional manner and in accordance with legislation and Taranaki Regional Council's policy and statutory responsibilities.
- Support the Resource Consents team, providing information and administrative guidance to ensure adherence to regulatory requirements and statutory timeframes for traceability and record integrity.
- Liaise with other parts of the organisation (Science, Policy, Communications, Land Management, and Environment Services) to provide information pertaining to resource consents.
- Ensure appropriate records systems associated with resource consent processing are maintained.
- Gather and utilise relevant information and data to generate reports and compile information for the Resource Consents team and the public.
- Establish and manage data collection processes, ensuring the accuracy and reliability of data.
- Compile data and records for reporting requirements and LGOIMA requests.

Maori Relationships

- Contribute to an effective, strong and valued relationship with Ngā Iwi o Taranaki by sharing knowledge and information, creating opportunities for increased participation in decision making processes, effecting engagement and development of existing working relationships.

**Advice and support,
resolving issues**

- Assist the Team Leader – Consents Business Support to:
 - identify and ensure quality assurance and data integrity processes and procedures are in place, and correctly followed;
 - prepare and report on consenting activities, including for Consents and Regulatory Committee meetings;
 - prepare the notification of consents, the receipt of submissions, and the organisation of consent hearings to ensure they are run in accordance with Taranaki Regional Council procedure and statutory requirements;
 - ensure Taranaki Regional Council information, data and records are stored with appropriate accessibility and accuracy in designated systems;
 - facilitate and manage the creation of processes ensuring that statistical information is available to internal and external stakeholders.
- Assist the Consents Business Support – Customer Engagement Officer in providing excellent customer and administration services, and guidance and advice on resource consenting matters to; stakeholders, the community, applicants, resource consent holders and tangata whenua, ensuring they have accurate and timely information.
- Support, triage and respond to enquiries, and assist customers with their online applications.
- Assist with presenting and compiling documentation, reports, and presentations in a well-structured and logical way.
- Ensure the Manager - Resource Consents has appropriate information and reports to manage the Resource Consents Section.
- Provide consenting information to the Governance Administrator to assist with answering Local Government Official Information and Meeting Act (LGOIMA) responses.

**Change and process
improvement**

- Develop and utilise systems, including IRIS, to ensure consistent and accurate capture and reporting of data.
- Actively participate in project teams within the resource management group, the wider organisation, or external stakeholders as required.





Organisational areas of responsibility | Ngā wāhanga whakahaere

- **Be a team player** – Contribute to the greater team and organisational goals by completing projects and tasks in an efficient and effective manner, including any additional activities as directed by your People Leader.
- **Be flexible and adaptable** – Flexible work arrangements meet the needs of our customers, the Council and the individual and may include the need to work outside normal office hours from time-to-time.
- **Look after yourself and others** – Work within the Council’s health and safety systems, policies and procedures at all times to limit risk and keep yourself and those around you safe.
- **Work with integrity** – Maintain high professional and ethical standards that align with relevant legislation, Council policies and our values.
- **Develop yourself and others** – Proactively seek out opportunities for your own professional development and work alongside others to develop them, including actively taking part in Our TRC.
- **Be culturally aware** – Show appreciation and understanding of Māori culture and values and put these into practice in your work.
- **Be an agent for change** – Always be on the lookout for ways to do things better, faster or smarter and be an active participant in the continuous improvement culture.
- **Be digitally savvy** – Understand and be competent in the use of digital technologies relevant to your role, including processing and storage of Council information in line with relevant policies.
- **Emergency planning and response** – Where required, participate in emergency management training exercises and support Council during an emergency management response, having due regard to the safety of your family.
- **Live our values** - Be aware of and demonstrate our values in ways that support inclusivity in every aspect of our work.

Delegations of authority | Te tuku mana

Delegations for all roles are set out in the **Taranaki Regional Council Delegations Manual** as appropriate.

Personal specifications | Ngā whakaritenga whaiaro

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| Qualifications | <ul style="list-style-type: none">• A Level 5 Diploma Qualification in business support or administration or experience in a field that is relevant to the specialisation of this role is required.• Coursework in public administration is highly desirable. |
| Experience | <ul style="list-style-type: none">• At least two years' experience in business support or preferably in Local Government or a legal environment.• Have technical and practical proficiency and competency relevant to this role's specialisation. |
| Skills | <ul style="list-style-type: none">• Taranaki Regional Council has a skills pathway framework enabling people to plan their development and grow their skills. The core skills required for this position are aligned with He Pukenga Ara Skills Pathway, and a summary table is included in Appendix 1.• Good mathematical ability.• Critical thinking skills applied to complex and varied business problems with an ability to evaluate potential impacts and consider alternative solutions.• Able to quickly build and maintain trust, and influence and negotiate to achieve positive outcomes.• Able to resolve conflict in a positive and productive way.• Excellent time management and organisation skills in order to prioritise tasks, meet legislative deadlines and maintain efficiency in a fast-paced work environment.• Have a fine tuned attention to detail to ensure accuracy and compliance with procedures and regulations.• Empathy, listening skills, diplomacy and tact to gain understanding of issues.• Excellent customer service skills including the ability to communicate effectively to convey and interpret data/information, and relate to and develop a rapport with a diverse population.• Assist customers in resolving any problems or complaints they may have. This requires active problem-solving, investigation of issues, and coordinating with other departments or teams to ensure timely and satisfactory resolutions.• Technical writing skills for reviewing formal reports and documentation for accuracy and compliance.• Experience with a range of common software applications.• Good analytical skills with the ability to collect, organise, analyse, and disseminate information with attention to detail and accuracy. |

Knowledge

- Working knowledge of the Resource Management Act 1991, resource consent processes and statutory requirements, and resource consents processing.
- Working knowledge of tikanga Māori and Te Reo.
- Awareness and understanding of the statutory obligations as set out in the Local Government Act and Privacy Act.
- Awareness and understanding of with resource management legislation and regional plan.

Personal attributes

- Self-motivated
- Adaptable
- Strong initiative
- A can-do attitude
- Self-awareness
- Ability to work in a confidential manner including tact and discretion



Functional relationships | Te whanaungatanga mahi

Build, maintain and role model meaningful effective and sustainable relationships with;

- Internal**
 - Resource Consents Environmental Planning Team
 - Other members of the Consents Business Support Team
 - All Taranaki Regional Council staff
- External**
 - Consents applicants, Submitters, Consent holders
 - Iwi authorities, Community, and Special Interest groups

Changes to job description | Ngā huringa ki ngā whakaahuatanga mahi

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.



Our key messages | Ko ā mātou kōrero mātua

Taranaki Regional Council works with the Taranaki community:



Improving lifestyles
Supporting livelihoods
Taking Taranaki forward

Our mission | Tō tātou mihana

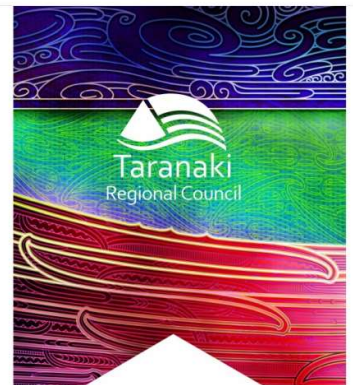
To work for a thriving and prosperous Taranaki by:

- Promoting the sustainable use, development and protections of our natural and physical resources.
- Safeguarding Taranaki's people and resources from natural and other hazards.
- Promoting and providing for significant services, amenities and infrastructure.
- Representing Taranaki's interests and contributions to the regional, national and international community.

We will do this by leading with responsibility, working cooperatively, encouraging community participation, and taking into account the Treaty of Waitangi.

Our values | Tō tātou whanonga pono

- **Integrity** | We do what is right, rather than what is easy.
- **Teamwork** | We are one TRC team, working together with courage and purpose.
- **Care & Respect** | We demonstrate care and respect for ourselves and others; we treat everyone with dignity.
- **Agility** | We strive for excellence, embracing change as an opportunity for innovation.



Our health and safety | Tō tātou Hauora me te haumaru

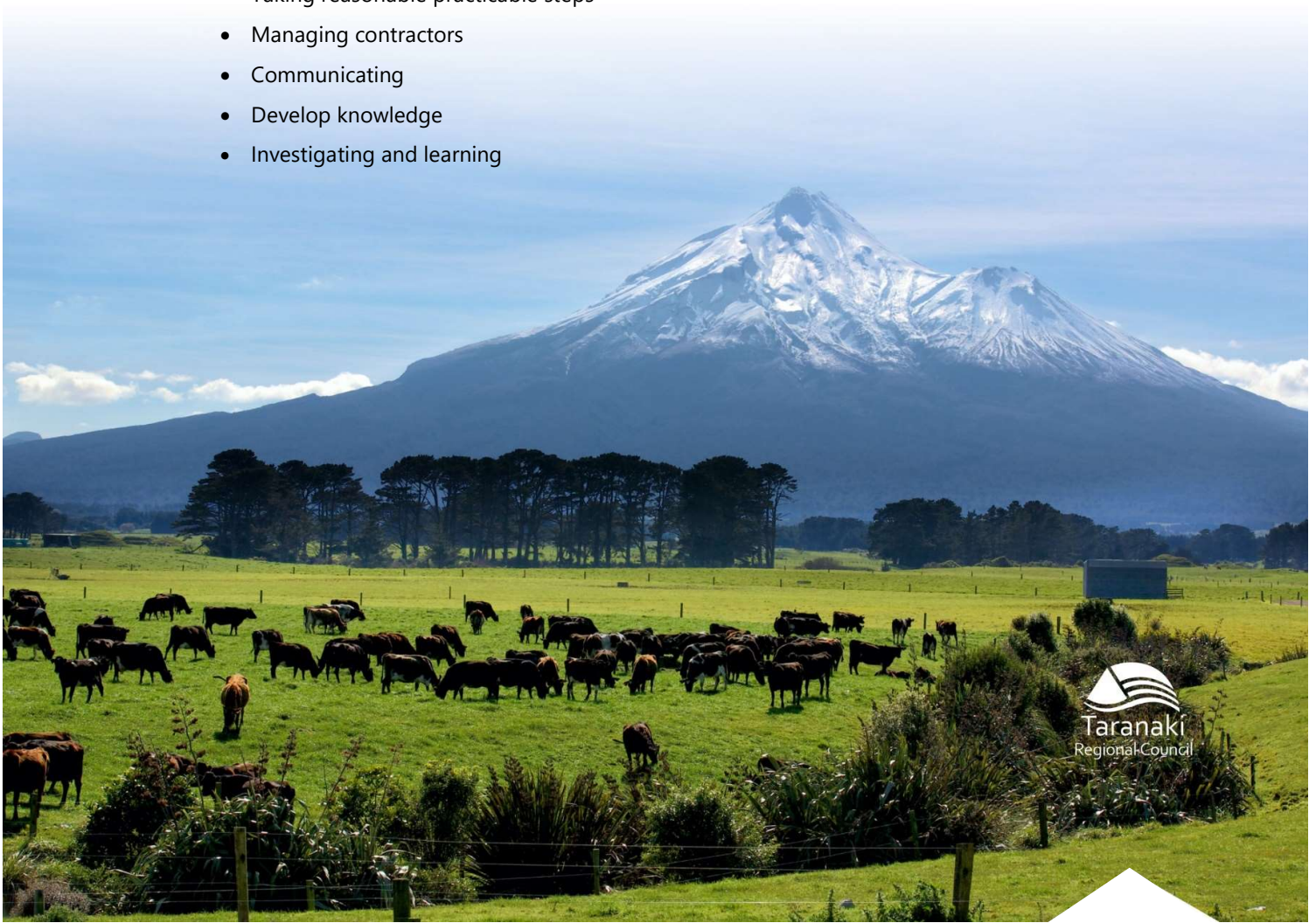
The Taranaki Regional Council is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

There are two key points to health and safety:

- 1 The safety of our people and the communities in which we operate always comes first.
- 2 We are all empowered and expected to challenge any unsafe situation at work.

We will achieve these by:

- Building a positive culture
- Aiming for zero harm
- Taking reasonable practicable steps
- Managing contractors
- Communicating
- Develop knowledge
- Investigating and learning



He Pūkenga Ara Skills Pathway

Skill Area	Capabilities
Service Delivery	<ul style="list-style-type: none"> • Service Standards • Customer Service • Judgement and Decisions
Organisational Impact	<ul style="list-style-type: none"> • Aligns Work • Collaborates • Assesses Impact and Value • Promotes Change
Self-Awareness	<ul style="list-style-type: none"> • Knows Self • Develops Self and Others • Builds Trust
Communicates Effectively	<ul style="list-style-type: none"> • Clear Messages • Adapts Style • Tact and Diplomacy
Digital Technology	<ul style="list-style-type: none"> • Systems Knowledge • Works Efficiently • Data Management
Wellness and Risk	<ul style="list-style-type: none"> • Policies and Procedures • Manages Risks • Proactive Wellbeing • Site Safety
Cultural Awareness	<ul style="list-style-type: none"> • Reo • Tikanga • Whakawhanaungatanga • Local context • Mātauranga Māori • Regulatory Environment