

## Team Leader – RMA Consents

To manage, lead and motivate members of the Resource Consents team in conjunction with the Manager – RMA Consents, to ensure a high level of professional service is provided by the department in order to meet the objectives of the Annual Plan

### Our Organisational Tikanga

#### **Whanaungatanga**

*(fostering relationships and a sense of connection)*

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

#### **Manaakitanga**

*(showing respect and care for others, hospitality, kindness and support)*

- We lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

#### **Kotahitanga**

*(unity, solidarity, togetherness and collective action)*

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

#### **Atawhaitanga**

*(protection, stewardship, trust and a responsibility for long term outcomes)*

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.

We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

### Our expectations

As part of the Whangarei 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.

Team Leader – RMA Consents, that's your primary task at Whangarei 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

- Provide planning advice to the public, consultants and staff.
- Process a full range of resource consent applications, from simple to complex including notifications.
- Act as an expert witness on behalf of Whangarei District Council on appeals and mediation as required.
- Administer and implement the District Plan, including the provision of planning information to the public, and responding to enquiries and correspondence relating to complex development proposals.
- Supervision of the notification and submission process associated with limited or fully notified applications.
- Peer reviewing and supervising junior and less experienced team members.
- Provide leadership in process improvement for the department including the preparation of practice notes.
- Work with the RMA Planning Specialist to determine training needs of the team. Assist with delivery of training.
- Provide leadership around the guidance/mentoring for staff as necessary to ensure high standards are maintained within the organisation.
- Ensure the wider corporate and strategic direction is recognised and incorporated into all aspects of work.
- Participate in cross organisational projects.

## What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

## Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

## Health and safety

- Accurately and promptly report all accidents, incidents 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 you will bring

- Recognised qualification in Resource Management Planning at the tertiary degree level.
- Minimum of five years' post qualification experience in a planning field.
- Experience in processing a full range of consent applications.
- Demonstrated experience in appearing and presenting at the Environment Court.
- Advising and writing at a competent level.
- Competent at decision making.
- Proven interpersonal skills and an ability to achieve collaboration and cooperation.
- Dealing with unusual job related information.
- Eligibility to gain full membership to the New Zealand Planning Institute.

Delegation

Financial responsibilities

\$5,000

