



JOB DESCRIPTION

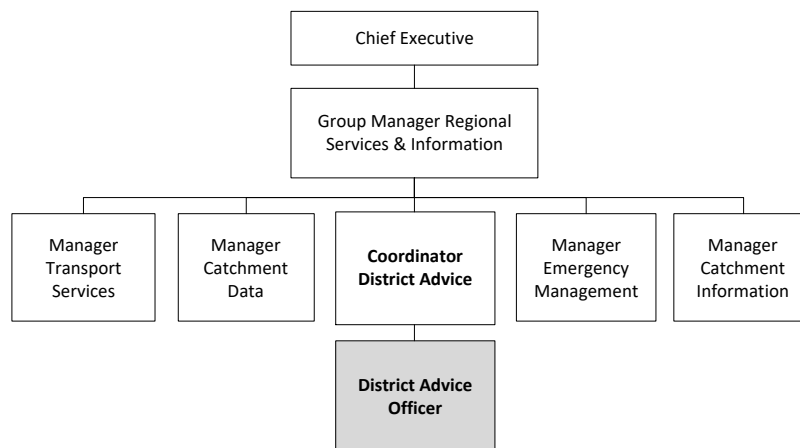
Job Title: District Advice Officer (Permanent Part-time)
Work Unit: Regional Services & Information Group
Responsible to: Coordinator District Advice

Position purpose: This job exists to provide support services for Coordinator District Advice, including:

- Providing support and backup services to the coordination, preparation and provision of information to the Regions' Territorial Authorities, ratepayers, public and developers regarding land use proposals and property related decisions.
- Managing the service portal to triage and track customer property requests and ensure enquiry details are captured correctly to report on demand trends.
- Providing support for the preparation of Horizons advice to Territorial Authorities on urban development planning, potential growth areas and proposed District Plan zone changes.
- Providing support to the contribution of District Advice comment for relevant Territorial Authorities proposed District Plan changes/variations.
- Providing support to the Building Act in regards to dams and the dam safety scheme.

Salary: \$54,310.00 to \$63,894.00 midpoint (pro rata)
Date: September 2021

ORGANISATIONAL CONTEXT





FUNCTIONAL RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> ▪ Other Territorial/Regional Authorities ▪ Industry Groups/Contractors ▪ Ratepayers ▪ External Advisors/Consultants 	<ul style="list-style-type: none"> ▪ District Advice staff ▪ Regional Services & Information Group Manager ▪ Regional Services & Information Group staff ▪ Other Horizons Regional Council staff

KEY RESULT AREAS

JOBHOLDER IS ACCOUNTABLE FOR	JOBHOLDER IS SUCCESSFUL WHEN
1. Provision of Advice to Territorial Authorities and the public on Land Use proposals and for property related decisions	
<ul style="list-style-type: none"> ▪ Triaging and coordinating customer enquiries so they are prepared and ready for response. ▪ Daily management and maintenance of the service portal to track enquiries through the District Advice process. ▪ Regularly tracking enquiries to ensure responses are delivered in a timely manner. ▪ Providing any updates on enquiries that are on hold and provide reminders. ▪ Updating the subdivision enquiry database (CASED) once enquiries have been completed in the service portal. ▪ Generate reports on advice provided. ▪ Providing support for Coordinator District Advice and assist managing the coordination, preparation and provision of information to the Region's Territorial Authorities, ratepayers, public and developers regarding land use proposals and for property related decisions. ▪ Supporting the provision of timely and accurate responses to statutory submissions as appropriate to Territorial Authority resource / land use consent 	<ul style="list-style-type: none"> ▪ Information enquires are triaged in priority order, additional information has be coordinated from other staff and assigned correctly so responses are completed accurately and in timely manner. ▪ The service portal is functional and maintained daily. Enquiry information is captured correctly for reporting purposes. ▪ All information entered into CASED is to an accurate and high quality standard including geospatial references. ▪ Reports are accurate, clear and concise. Reports show demand trends. ▪ All back up support duties have been carried out in an accurate, timely and professional manner. ▪ Research is carried out in a timely manner to ensure that statutory and agreed timeframes are met. ▪ Information is accurate, timely, of high quality and aligned to Horizons priorities. ▪ Relationships with our Region's Territorial Authorities and other District Advice customers are positive and



<p>applications.</p> <ul style="list-style-type: none"> ▪ Carrying out the Coordinator District Advice’s function for periods of time when required. ▪ Maintaining effective relationships with the Regions Territorial Authorities and other District Advice customers / stakeholders. ▪ Liaising with customer services to ensure customers understand the District Advice service. ▪ Distributing customer surveys for evaluation purposes and collate results/feedback. 	<p>co-operative.</p> <ul style="list-style-type: none"> ▪ Customer focussed service provided. ▪ Customer survey forms or links are distributed and feedback is collated ready for analysis.
<p>2. Support the provision of advice provided to Territorial Authorities on urban development planning, District Plan Zoning and Plan changes including the designation application process</p>	
<ul style="list-style-type: none"> ▪ Providing support in terms of coordination and preparation of Horizons initial advice and comment on potential urban / growth development plans and proposed changes to District Plan zoning. ▪ Providing support in terms of preparation of District Advice’s contribution to submissions to notified District Plan changes / variations. ▪ Provide support in circulating and coordinating information for Territorial Authorities’ notice of requirement or designation process. ▪ Organising appropriate staff representation to ensure they attend hearings as necessary, particularly for the application process for designations. ▪ Receiving and tracking District Plan changes / variations requests for comment. ▪ Managing the request schedule and filing system. 	<ul style="list-style-type: none"> ▪ Support is provided to enable District Advice to coordinate and provide Horizons advice on urban / growth development in a timely and to a high standard. ▪ Support is provided so that District Advice can efficiently contribute to relevant submissions to notify District Plan changes. ▪ Information is circulated to the correct staff / teams and coordinated efficiently in a timely manner. ▪ Ensure the appropriate staff and other details are arranged for hearings, and relevant information is distributed prior to hearings. ▪ Request schedule is prepared, functional and updated. ▪ Ensure filing system is logical, maintained and kept up-to-date.



3. Building Act Administration Support	
<ul style="list-style-type: none"> ▪ Supporting the ongoing implementation and further development of systems and procedures for meeting Horizons obligations under the Building Act 2004 in regards to dams and the dam safety scheme. 	<ul style="list-style-type: none"> ▪ Customer and stakeholder enquiries are carried out in an accurate, timely and professional manner. ▪ Support is provided for legislative requirements in regards to the Building Act. ▪ The Region’s dam database is updated, when required. ▪ Arranging for payment of any invoices required. ▪ Administrative support for the dam safety scheme.
4. Project Management Support	
<ul style="list-style-type: none"> ▪ Supporting any District Advice projects as directed by the Coordinator District Advice. 	<ul style="list-style-type: none"> ▪ Support project administrative requirements and ensure any document and correspondence is prepared and maintained for the duration of the project.
5. Corporate Contribution	
<ul style="list-style-type: none"> ▪ Maintaining own professional development. ▪ Undertake Performance Development tasks/responsibilities. ▪ Undertaking Health and Safety tasks/responsibilities. ▪ Participating in emergency management activities as required. ▪ Participating and contribute to corporate projects and inter-departmental initiatives as agreed. ▪ Maintaining Council plant and equipment. ▪ Fulfil administration-reporting requirements (eg. timesheets, vouchers, reporting). 	<ul style="list-style-type: none"> ▪ Appropriate training and development undertaken as agreed. ▪ Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. ▪ Contribution to projects and corporate initiatives is effective and valued. ▪ Administration requirements are completed timely and accurately.



PERSON SPECIFICATION

Qualifications

Desirable

- Tertiary qualification in relevant discipline e.g. natural or physical sciences, engineering (civil) and/or natural hazard management, or equivalent experience in a related field.
- Hold a current and clean Class 1 driver's licence.
- Advanced computer skills.

Knowledge/Experience

- Well developed and accurate verbal and written communication skills
- Experience with Geographic Information Systems (GIS) or other mapping platforms and able to retrieve, display, and analyse geographical and spatial data.
- Experience managing and maintaining service portals or electronic databases.
- Time spent in a regional and / or local authority preferred.
- Regional geographical awareness.
- The ability to support projects and work as part of a team.
- Some knowledge/experience of resource management or building and construction, and/or natural hazard management preferred.

COMPETENCIES FOR PERFORMANCE DEVELOPMENT

Customer Focus

- Commitment to meeting the needs of anyone they work for and with including colleagues.

Job Knowledge

- Have the knowledge and skills to perform the requirements of the position.

Communication

- Use written and verbal language and style appropriate to the audience and context.

Teamwork

- Work constructively with people as a team member to achieve a common goal.

Dependability and Commitment

- Reliable and dedicated to achieving results.

Continuous Improvement

- Adjusts to change and different perspectives, thinks proactively, pursues opportunities and take appropriate action.

Organising for Results

- Ensures work is completed effectively and within agreed deadlines.

24 hour freephone 0508 800 800

fax 06 952 2929 | email help@horizons.govt.nz

Private Bag 11025. Manawatu Mail Centre. Palmerston North



[horizons.govt.nz](https://www.horizons.govt.nz)



PERSONAL ATTRIBUTES

- Sound relationship management ability.
- Excellent communication skills (verbal and written).
- Strong planning and organisational skills.
- Excellent level of accuracy and attention to detail.
- Improvement focussed.
- Able to work effectively under pressure.
- Flexible approach and a 'can do' attitude.
- Use initiative; be proactive.

OTHER REQUIREMENTS

Be prepared to:

- Occasionally work outside of normal business hours.
- Occasional overnight stays away from home.
- Undertake activities, as directed, as part of Horizons Regional Council's response to flood events, environmental incidents and emergency response.
- Maintain a proactive approach to Health and Safety in relation to your responsibilities and ensure legislative responsibilities and codes of practice are complied with.

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DECLARATION

This position description is prepared on the basis of existing and foreseen duties and responsibilities. As such it will not prejudice further specification and/or rearrangement at a later date. Also it will not prejudice a particular incumbent's ability to achieve personal development through a change (or partial change) in duties and/or position.

Horizons Regional Council Core Values

Values are the essence of this organisation's philosophy for achieving success. They are the bedrock of our culture and our view of how Horizons Regional Council staff should behave. They also provide us with a common direction and guidelines for day-to-day behaviour.

Professionalism

Professionalism at Horizons Regional Council is delivering what is promised in a skilled, timely and appropriate manner.

Teamwork

Teamwork at Horizons Regional Council is successfully achieving shared goals through dialogue, cooperation and respect for others.

Integrity

Integrity at Horizons Regional Council is being honest with others; respectful of their race, gender, age beliefs or values.

Self-Responsibility

Self-responsibility at Horizons is highly valued. All individuals are responsible for actively managing their own behaviour, learning, developing, and performing, including accepting responsibility for actions.

Approved: _____ (Manager) Date: ___/___/___

Read and Understood: _____ (Incumbent) Date: ___/___/___