

WESTLAND DISTRICT COUNCIL

JOB DESCRIPTION

JOB TITLE

Business Support Officer - Planning.

PURPOSE

Providing business support and assistance to the Planning Department, including fielding enquiries internally and from the public with occasional assistance for other business support officers and customer service officers.

SPECIFIC DUTIES & RESPONSIBILITIES

Servicing customer queries as the frontline officer for the Planning Department.

- Actively promote and demonstrate good customer service.
- Provide a prompt and efficient service within agreed timeframes, ensuring information is accurate and easy to understand (jargon-free).
- Follow-up all matters to ensure customer is aware of status of query/complaint.

Compliance and Enforcement

- Act upon complaints by forwarding them to the appropriate staff in order to ensure they may begin investigation within 48 (working) hours.
- Follow processes, procedures and the Westland District Council Compliance and Enforcement Policy accurately to ensure a consistent consideration of all compliance issues.

Provide administration support to the Planning team and on behalf of other BSOs on occasion.

- All incoming correspondence is received and vetted prior to being passed on to an appropriate person in the planning team.
- Files are created, accurately populated and well managed.
- Purchase orders, invoicing and tracking payments in and out is well managed, accurate and able to be reported on.

Reporting data for Ministry for Environment.

- Compile, check and submit the annual National Monitoring Standards reporting.
- Submit the complete report within the required timeframe.
- Ensure all MagiQ statuses and information is accurate.

Managing information

- Such as templates, weekly consent summaries, finance summaries, contact details, MagiQ statuses, databases, customer satisfaction surveys, team calendars and reporting data for Ministry for Environment.
- Develop new databases for monitoring purposes.
- Up to date and accurate application forms and information on the Council website and accurate reporting.
- Up to date and accurate records of customer lapse dates, bond details, building consent tracking and monitoring requirements.

Undertaking the Role of 'Hearing Administrator'.

- Organise and coordinate all aspects of the hearing.
- Prepare procedural minutes and distribute to all parties.
- Communicate, liaise and respond to questions as appropriate.

Issuing letters, decisions, certificates and plans.

- Decisions, certificates and plans are issued within legal timeframes to maintain 100% compliance with statutory timeframes.
- All outgoing information is accurate and in accordance with Council templates.

Managing and implementing projects.

- Projects are implemented, managed and completed within the required time frame.
- Tasks are allocated to appropriate staff and follow ups undertaken where necessary.

Training notes are to be kept up to date.

- In the case of any absence another BSO can follow the training notes to undertake tasks to a level that avoids disruption to the Planning Department.

Planning Department Checks for Land Information Memorandums (LIMs)

- 100% success rate for meeting your own processing timeframes.
- Accurate and relevant information provided at all times.

Other Duties

- Supporting the team by completing other duties as and when they arise including cover of other BSO provisions and cover for customer service centre.

Key Relationships

- Planning Team
- Executive Leadership Team
- Westland District Council staff
- Contractors and external agencies
- Local Authorities
- Local Government NZ
- Westland Community

Delegated Authority

- N/A

Direct Reports

- N/A

Reports to

- Planning Manager

HEALTH AND SAFETY:

- To adhere to all Council health and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- To implement the removal of hazards where practicable and provide training in this area.
- To investigate accidents and near miss events.
- To ensure staff are trained and kept up to date with any new work safe policy changes.
- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

Civil Defence/Emergency Management

- To meet the Council's statutory responsibilities for civil defence and emergency management you will be expected to participate in any civil defence and emergency management training initiatives and undertake activities, as directed as part of Council's emergency response.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

Qualifications/Experience

- Significant experience in a customer service or administration role.
- NCEA level 2 or equivalent.

Skills / Attributes / Knowledge

- An understanding of the Council environment, policies and processes is desirable
- Excellent verbal and written communication skills
- Ability to ensure that work is completed to a high standard and to meet deadlines
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative
- Excellent Customer Service skills
- Ability to manage time and prioritise and organise workload
- Advanced computer literacy