

Position Description

Position title:

Summer Compliance Intern

Division:

COO

Department:

Service Strategy and Integration

Unit:

Practice and Training

Reports to:

Manager Practice and Training

Direct reports / Indirect reports (number):

None / none

Location:

Auckland

Accountabilities of position

Purpose of position:

The Compliance Support Intern is responsible for monitoring freedom camping hotspots and patrolling beaches, parks and reserves for dogs. The role will include providing education and direction to the public to encourage compliance with council policy and statutory requirements in order to protect public safety and increase public awareness and accountability.

Accountabilities

Key Responsibilities

Compliance Support Intern is responsible for:

- Undertaking timely and accurate, multi-disciplined incident response to assigned requests for service to achieve compliance with statutory requirements.
- Work proactively with customers and key stakeholders using empathy, professional and balanced judgments to resolve issues at the earliest possible interaction.
- Manage conflict situations promptly and fairly, keeping the customer and stakeholders informed throughout the process of their rights and legal obligations.
- Provide guidance and education to assist customers to achieve compliance. Communicate to affected parties on what is required and potential consequences for non-action.
- Determine and initiate enforcement actions/escalation, proportionate to the societal risk/harm at stake
- Apply sound understanding of legislation and bylaws, assessment techniques and problem solving.
- Determine areas of non-compliance and assess impacts against statutory requirements as well as public safety, community wellbeing and environmental effects.
- Conduct interventions to agreed standards and keep the customer and affected parties informed during process.
- Liaise with seniors and specialists in a timely manner for advice and support on incidents as required.
- Participate in development activities to increase, update and maintain professional knowledge of legislation, policy and industry standards.
- Demonstrate commitment to improving customer service. Identify improvements for compliance incident processes/service.
- Participate in compliance projects (improvement/proactive) to build and share skills and knowledge.
- Build and maintain effective working relationships within and outside of the organisation.
- Delegated authority as set out in detailed schedule/applicable warrants

Expected Outcomes

- Customers understand their rights and obligation and comply with requirements.
- Customer enquiries are handled effectively and in a timely manner
- Actions are proportionate to the societal risk at stake
- Monitoring is undertaken effectively and in a timely manner
- Risks are effectively managed to ensure quality outcomes are achieved
- Council intervention policy is adhered to
- Issues resolved at the first point of contact wherever possible
- Knowledge and information is up to date.

Customer Service

Key Responsibilities

- Provide excellent customer service to both internal and external customers

Expected Outcomes

- Auckland Council customer service standards are consistently met
- The reputation of the individual, their immediate team and Auckland Council are enhanced

Organisational obligations

Key Responsibilities

- Action Auckland Council's good employer obligations including equal employment, biculturalism and diversity policies and practices
- Auckland Council is committed to the principles of the Treaty of Waitangi – partnership, participation and protection – as such, we work with our iwi partners and the wider Māori community to meet their needs and aspirations for the city
- As an employee of the council you are required to understand and demonstrate our organisational behaviours
- As an employee of the council you are required to be associated, as required, with Civil Defence Emergency Management or any exercise that might be organised in relation to this council function
- Promote a safe and healthy workplace by undertaking responsibilities as outlined in Auckland Council's health and safety policy and procedures
- Promote activities and initiatives that assist Auckland Council achieve its vision and mission
- Promote one-organisation initiatives and action these service characteristics
- As an employee of Auckland Council you are required to familiarise yourself with and comply with all organisation policies, including but not limited to, Auckland Council Code of Conduct

Expected Outcomes

- Auckland Council meets its obligations as an employer
- Auckland Council meets its obligation under the Treaty of Waitangi and the Treaty Settlement Act
- Understanding and meeting the needs of Māori in the council's internal working environment and in the delivery of services to the Auckland community
- Act in ways that demonstrate understanding and which embrace our behaviours in your dealings with both your work colleagues and in your interactions, both internal and external.
- Acts in ways that support an environment of biculturalism, diversity and inclusion in the workplace
- Obligations under the Māori Responsiveness framework are upheld
- Auckland Council's reputation is enhanced within the community
- Health and safety requirements upheld

Key relationships

Internal:

- Specialist Support (Dispatch)
- Animal Management teams

- Compliance Response team leader/team members
- Compliance Investigations teams
- Compliance Monitoring teams
- Targeted Initiatives Team
- Specialist, senior and principal officers
- Consenting and Licensing teams
- Senior leaders and people leaders across Regulatory Services
- Other Regulatory Services Technical Leaders
- Buddy to provide peer support throughout programme
- Graduate/Intern Liaison Officer throughout programme
- Line Manager throughout the programme

External:

- General Public
- All other external parties as designated by the authorised manager

As part of Auckland Council drug & alcohol policy pre-employment checks, you will be subject to drug & alcohol screening. This role will include weekend work.

Type of person suitable for this position

Qualifications

Essential

- In final or penultimate year of study working towards a relevant New Zealand accredited tertiary qualification
- A current and relevant NZ Driver's licence is required due to the nature of the role and the class of vehicle driven

Experience

- No prior work experience required; however, work experience (paid or unpaid) in related field is an advantage.

Personal Leadership Behaviour – Team Member

Auckland Council's vision is to create the world's most liveable city, while delivering Aucklanders great value for money. Our high performance behaviours were developed to capture what it means to put our vision in to action:

- **Develop** - We take new approaches to solving old problems; we thrive on challenge; we think big and stay ahead of the game
- **Serve** - We treat our customers as though they're our friends and neighbours; we make things easy for Aucklanders; we spend ratepayer money wisely
- **Achieve** - We're accountable; we get stuff done; we achieve real results
- **Collaborate** - We are one council family and we trust each other; we know that the little things we do can make a big difference; success is a shared goal

Technical competencies

- Strong customer focus. Customer perspectives/needs inform decision making
- Excellent oral communication and interpersonal skills
- Good conflict resolution, mediation and negotiation skills
- Good networking and relationship-building skills
- High level of initiative, resourcefulness and problem-solving skills
- Understanding and knowledge of local government legislation
- Good time management skills
- Personal resilience
- Proficient in use of Microsoft Office applications (Excel, Word and Outlook)

General competencies

Essential

- Understanding of Te Tiriti o Waitangi and its relationship to Local Government
- Knowledge of tikanga Māori and an ability to relate with iwi and hapu
- Experience in the use of Microsoft Office applications, particularly Excel and Word
- Possess strong verbal and written communication skills
- Excellent time management and organisation skills
- Good interpersonal skills
- Problem solving and decision making skills

Desirable:

- Proficiency in Te Reo and an understanding of te Ao Māori;

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.