



SOUTHLAND
DISTRICT COUNCIL

POSITION DESCRIPTION

Environmental services coordinator

Environmental services coordinator

Manager

- Manager legal and compliance

Responsible for

- Nil

Purpose of the role

- To provide excellence in administrative and processing support, multi-tasking across the legal and compliance and resource management teams.



OUR VALUES

CREATING OPPORTUNITIES

Strive for continuous improvement

Embrace change, see it as an opportunity

Seek to learn

Question the status quo

TAKING OWNERSHIP

Deliver on promises

Do what you say
Walk the talk

Own mistakes and learn from them

Be up front

Do the right thing at the right time

Be solution focused

WORKING TOGETHER

Demonstrate honest, open and appropriate communication

Open to feedback
Actively listening
Courageous conversations

Respecting each other

Supporting
Treating fairly
Recognising needs

Building and maintaining relationships

Sharing knowledge and expertise

BEING PROUD TO BELONG

Have a sense of belonging to SDC and the community

Have enthusiasm for Southland

Wanting the best for Southland

Be proud of what you do and how you do it

OUR VISION & MISSION

One community offering endless opportunities.

Working together for a better Southland.



KEY RELATIONSHIPS

Who does the job holder work for or interact with?

Internal Relationships

- customer support staff
- environmental services group
- Southland District Council elected members and staff
- all staff

External Relationships

- public
- police
- customers
- other councils – elected members and staff

KEY ACCOUNTABILITIES

The key responsibilities are provided as a guide only.

Performance measures for this job will need further discussion between the job holder and manager as part of the performance development process.

- provide executive and administration support services for the legal and compliance and resource management teams
- foster and develop a positive collaborative working relationship with group members to provide “value add” services which contribute to the achievement of group/organisational objectives
- deliver support for the processing and issuing workflows for key regulatory functions across the compliance, legal and resource management teams
- provide a first point of contact for the legal & compliance team customers (internal and external)
- be a customer champion, identifying and driving key initiatives to improve the customer experience across end to end processes and partnering with the customer support group to deliver these
- prepare and provide quality assurance on reports and any other documentation produced by the legal and compliance and resource management teams to ensure accuracy, consistency of branding and style guide requirements
- provide assistance in the development and maintenance of engaging customer focused information around regulatory processes ensuring that target audiences are reached
- build effective relationships with key stakeholders which promote a positive image of the Council
- assist with key group projects as and when required
- proactively suggest improvements to enhance and streamline the service we provide to our customers and assist with implementing them in partnership with the organisation
- maintain awareness and understanding of key regulatory projects/issues
- look for opportunities to partner with other groups across the organisation to improve customer experience and enhance local government credibility
- participate in and provide support to the cross group administration services team – especially during periods of high workloads and leave





ORGANISATIONAL ACCOUNTABILITIES

Undertake other activities, duties or projects (including “internal projects”) as directed by your Manager/Group Manager in an efficient and effective manner.

Attend and participate in Emergency Operations training (CIMS) and contingency planning to prepare for an emergency management event and actively participating in training exercises.

Assist Council, as required, in managing a civil defence event, having due regard to the safety of your family

Responsible for the safe management of Group activities and to support and enable the CEO and the Council as a PCBU to fulfil their duties under the law.

Champion, comply and promote the Council’s health and safety systems, policies and procedures, current legislation, regulations and good practice ensuring you keep yourself, our Council and others safe.

EDUCATION & QUALIFICATION

- Certificate in Business Studies or other relevant qualification

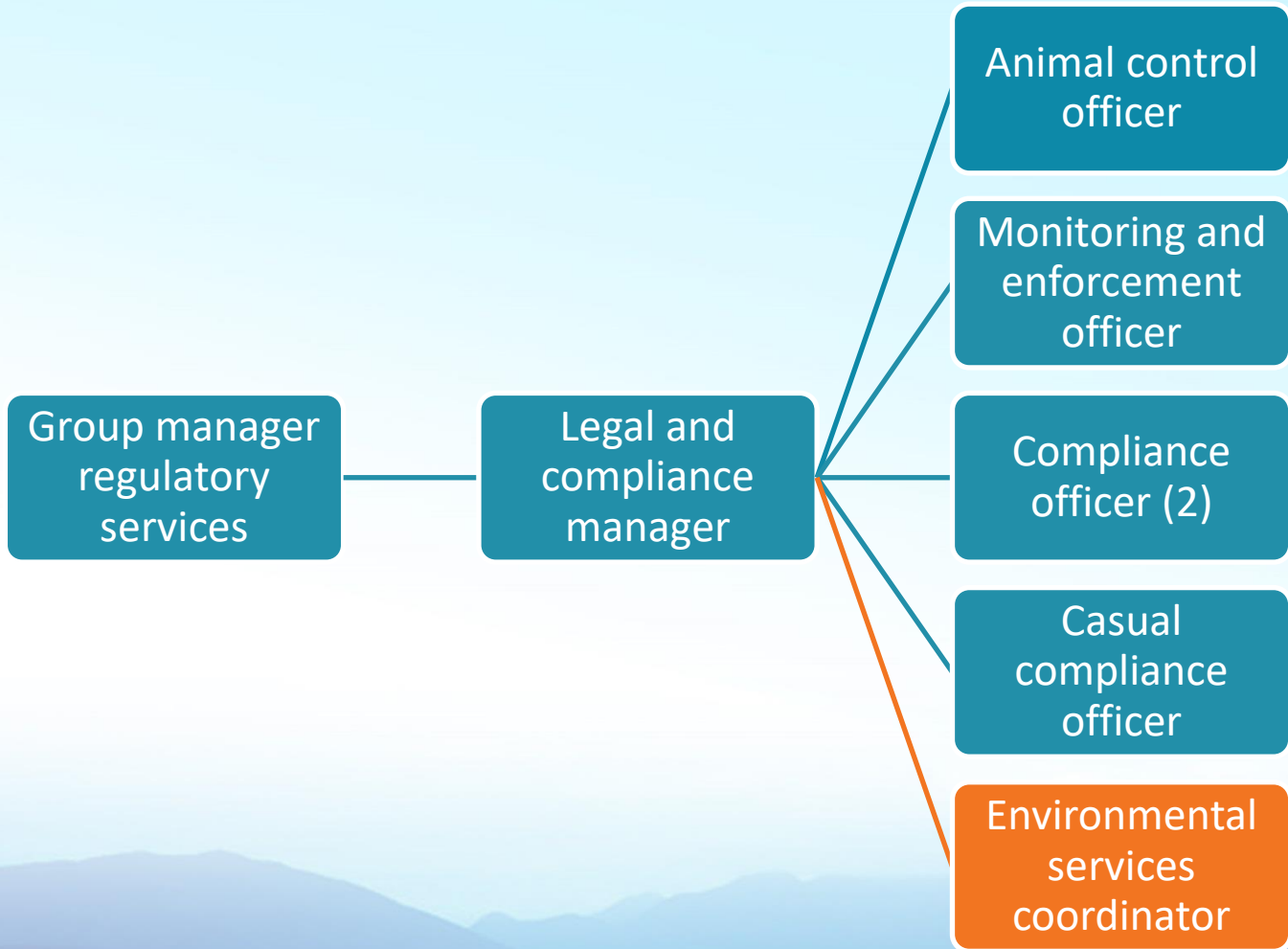
KNOWLEDGE EXPERIENCE & SKILLS

- works collaboratively with others to enhance and/or develop team performance
- a proactive customer centric approach and a can-do attitude
- commercial awareness, with experience in assessing the customer service, legal, reputational and financial aspects of a situation and making sound decisions
- strong IT literacy with a systems orientation and comfortable in technology environments
- attention to detail with high level of accuracy
- broad understanding and perspective of the local government environment and service delivery
- effective performance and delivery within a political environment
- strives for continuous improvement – creating innovative solutions
- ability to read and understand legislation an advantage
- high standard of presentation, inter-personal skills with the ability to liaise and communicate both in writing and verbally



STRUCTURE

Where does my role fit?



AGREED BY

JOB HOLDER: _____

CHIEF EXECUTIVE: _____

DATE: _____



LEADING THE WAY

