

POSITION DESCRIPTION

Position:	Resource Consents Team Leader (Wānaka)
Department:	Resource Consents - Planning & Development
Location:	Wānaka
Reports to:	Manager Resource Consents
Date:	September 2021

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 48,300 which is projected to increase to 61,350 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has experienced significant and sustained growth in both resident population, and in international and domestic visitor numbers. Our demand projections forecast this growth to continue². The overall growth pressures the district is experiencing has led to the 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ [QLDC demand projections, March 2022](#)

² [QLDC demand projections, March 2022](#)

³ [QLDC Ten Year Plan 2021 - 2031](#)

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 550 in July 2022, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Team Leader – Resource Consents (Wanaka) will assist the Manager Resource Consents to coordinate all aspects of QLDC's resource consent work, with a focus on people managing the Wanaka based team.

The Team Leader position is critical in providing internal technical and professional leadership to staff. There is an equally important role to play in presenting a professional, can do, constructive face of Council to the wider consultant and development communities.

The role includes, in conjunction with other Team Leaders, coordination and oversight of public enquiries across Queenstown and Wanaka, manage relationships with our external planning consultants, and allocation of resource consent applications. The role requires the Team Leader to have active oversight of all applications in process by the team that they are responsible for. The role will include mentoring, coaching and providing advice to the Consent Planners in order to build their capability, The role will work closely with and actively support the Manager Resource Consents, the other Resource Consent Team Leaders, and the Principal Planner – Resource Consents.

KEY TASKS

Operational Excellence

- Provide leadership, mentoring, advice and guidance to Wanaka planning staff and the wider resource consent team.
- Prepare reports on particular planning issues as directed.
- Liaison with planning policy team on all aspects of the District Plan review.
- Reviewing and final decision making of non-notified resource consent decisions, and oversight of all non-notified decision making to ensure consistency.
- Oversee the vetting and allocation of resource consent applications across the whole team and to external consultants.
- Ensure that accurate and up to date records are maintained in relation to responsibilities.
- Day to day management of Wanaka Consent Planners.
- Champion QLDC commitment to excellence, innovation and quality.
- Implement and continually improve service delivery policies, processes and systems in order to provide effective, efficient and seamless resource consenting activities.
- Foster sharing and flow of technical information between Queenstown and Wanaka Resource Consent teams.
- Liaison with other Resource Consent Team Leaders to ensure operational consistency between teams and monitor advice provided by the Resource Consents team to ensure that advice is consistent over time and between all members of the team.
- Actively champion a 'can-do' culture, through encouraging consenting team to think positively, use initiative, solve problems, use discretion, take calculated risks and look at the 'big picture'.
- Ensure that all members of the Wanaka Resource Consents team are engaged in their role/organisation and undertake necessary actions to maintain team member engagement as a group and on an individual basis if required.
- Assist the Manager Resource Consents through undertaking performance appraisals of Wanaka Resource Consents planners.
- Assist the Manager Resource Consents and Principal Planner – Resource Consents to identify training opportunities for Wanaka Resource Consent planners and consenting team generally.
- Assist and communicate with the Manager Resource Consents with information, trends and observations to help plan future resourcing and manage future opportunities and threats.
- Carry out certain functions of the Manager Resource Consents as and when requested to backfill leave taken by the Manager.
- Assist with all facets of the administration of the QLDC District Plan.

Relationship Management

- Actively build, manage and maintain relationships across the development and consultant sectors through personal communications and through monitoring relationships by Wanaka Resource Consents team in general.
- Ensure a high standard of customer interface in responding to counter, telephone, e-mail and mail enquiries.

- Establish ongoing dialogues with the customers and is proactive in building strategic alliances consistent with QLDC's vision.
- Cultivate a professional and positive image for QLDC with the media and the community.
- Ensure that all customers are provided with appropriate information so they can understand why certain actions or interpretations have been taken by the Resource Consents team. Encourage team to ensure that communications with customers are completed with an understanding established.

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and take appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

KEY RELATIONSHIPS

Internal:

- General Manager, Planning & Development
- Manager Resource Consents
- Principal Planner Resource Consents
- Resource Consents Team Leaders (Queenstown)
- Resource Consenting Team
- Planning Support Team
- Planning Policy Team
- Development Engineering Team
- Monitoring and Enforcement Officers
- Legal Advisors

External:

- Development and consultant communities
- Residents and customers
- Wanaka politicians including community board members

ACCOUNTABILITIES AND DELEGATIONS

No financial delegations held

Staff Authority

- *Management of approximately 7 Wanaka Resource Consent Planners*

Contractual Authority

- *RMA delegations around decision-making as per the QLDC delegations register.*

PERSON SPECIFICATION

Education

- Tertiary Bachelor's degree qualification in planning or related discipline
- Membership of the New Zealand Planning Institute or equivalent is desirable

Experience

- Significant knowledge and demonstrated practical application (5+ years) of the Resource Management Act 1991 and allied legislation, in particular those provisions relating to resource consent processes, subdivisions and plan changes.
- A communicative approach and strong people leadership potential.
- A track record of developing and maintaining relationships.
- Extensive networks in, and credibility with the stakeholder community.

General

- Self-confidence, pragmatism, innovation and an understanding of risk.
- Highly motivated, achievement-oriented and innovative professional background.

COMPETENCIES

Core competencies for all employees of QLDC:

Integrity	<ul style="list-style-type: none"> ▶ Represents QLDC in an honest, ethical and professional way, supporting a culture of integrity and professionalism ▶ Acts on QLDC’s vision, mission and values even when it is uncomfortable or difficult to do so ▶ Follows through on agreements; can be relied on to complete tasks and meet commitments
Delivering Quality Results	<ul style="list-style-type: none"> ▶ Emphasises progress over perfection, taking action and initiative to resolve issues within established process and procedure ▶ Prioritises and aligns tasks across the team to maximise efficiencies and deliver or exceed expectations ▶ Acts decisively to turn around inefficient or under-performing parts of the business
Adaptability	<ul style="list-style-type: none"> ▶ Is open to new ideas and is willing to try new ways of doing things ▶ Coaches the team and others to adapt to changing circumstances ▶ Clearly and positively communicates the benefits/requirements of change ensuring they are understood by others
Customer Focus	<ul style="list-style-type: none"> ▶ Communicates effectively with customers and stakeholders to identify their needs and requirements ▶ Creates a culture which embodies the delivery of a high-quality customer experience across QLDC, ensuring systems and processes drive service delivery outcomes ▶ Understands the different groups and coalitions in the wider business / community environment including the reasons for their underlying concerns and agendas and how they can affect and influence decisions and outcomes
Managing Relationships	<ul style="list-style-type: none"> ▶ Establishes and maintains effective relationships with stakeholders and gains their trust and respect ▶ Ensures actions, processes and decisions deliver sustainable relationships and support QLDC’s interests ▶ Actively builds and develops partner relationships to create common goals and understanding
Valuing Diversity	<ul style="list-style-type: none"> ▶ Is aware of and responsive to cultural differences when engaging with people and groups ▶ Role models respect and sensitivity to diversity and difference to ensure an inclusive team environment ▶ Creates a feeling of belonging and strong team morale through leveraging individual strengths and differences to enhance collaboration, discussion, and decisions ▶ Builds an environment of collaboration and co-operation across QLDC, involving the most appropriate people from across the business

Competencies specific to the role:

Problem Solving	Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Decision quality	Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement; most solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Coaching and Mentoring Direct Reports and Others	Effective leadership skills with the ability to lead, contribute to the wider Resource Consenting Team and provide professional leadership; effectively mentors, supports and provides guidance to Planning staff to lift capability; works with the Manager Resource Consents to identify mentoring, training and development needs for Resource Consenting Team members within the designated area of expertise. Demonstrates visible, approachable and proactive Team Leader characteristics.