



TaurangaCity

Job description

Title	Compliance Management System Coordinator
Number	3CW246 / 100276
Group	Operations & Infrastructure
Division	City Waters
Reports to	Quality and Safety Systems Specialist
Direct reports	N/A
Date	September 2025

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to manage, maintain and monitor a specialised database to manage the organisations compliance with its resource consents and trade waste licences, ensuring that business risk is minimised and business revenues are maximised.

Key outcomes

Expert management of Resource Consent conditions and Trade Waste Licensing processes	<ul style="list-style-type: none">• Build strong collaborative working relationship with TCC staff.• Management of bespoke resource consent and licensing system that includes training of users, training collateral, and technical support.• Compliance with consent conditions and risks are successfully managed through constant monitoring of the system, and regular compliance reporting.• Any non-compliances are managed directly with consent managers, and consent owners receive
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	<p>appropriate notifications of risks any non-compliances generate.</p> <ul style="list-style-type: none"> • A key focus on coaching results in staff awareness and acceptance of responsibilities, an understanding of the functionality of the software and proficient use of the system. • Ensure Trade Waste revenue is recovered for Council through well managed billing processes, external customers receive accurate invoices in a timely manner and debts are managed in accordance with Council policies. • Customers receive friendly, helpful, and concise advice in response to queries. • Effective processes are documented, kept up-to-date and communicated effectively.
Council's registers for both resource consents and trade waste licensing continue to be developed.	<ul style="list-style-type: none"> • Business needs are met through contribution to the design and development of a well-designed specialised database that meets process requirements. TCC representative for vendor product development. • Trade waste licensing processes are developed and improved, and the database is refined in collaboration with the software supplier, to ensure that functionality meets business requirements. • Database information is reliable and accessible through accurate input of data and effective database management. • Registers of all consent obligations are developed and maintained to ensure that databases are comprehensive and a complete source of information. • Processes are continuously developed, improved, and reviewed.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
<ul style="list-style-type: none"> • NCEA level 3. • Customer Services or Business Administration qualification or equivalent level of learning through on the job experience.

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Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections