



TaurangaCity

Job description

Title	Head of Regulatory Support and Compliance Services
Number	103374
Group	Regulatory & Community Services
Division	Regulatory Support & Compliance Services
Reports to	GM Regulatory & Community Services
Direct reports	Manager: Compliance Services Manager: Development Engineering Team Leader: LIM and Property Files Business Services Lead
Date	July 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 Head of Regulatory Support & Compliance Services provides strategic leadership and operational oversight across key regulatory support, compliance, and development engineering functions within Tauranga City Council. This role is responsible for delivering efficient, customer-focused services underpinned by a sound, consistent, and technically robust regulatory approach. It ensures the effective delivery of compliance processes, environmental health, alcohol licensing, development engineering, monitoring, and land information management. By aligning multidisciplinary teams and driving continuous improvement, the role supports statutory compliance, public safety, and informed decision-making across the city.

Key outcomes

Strategic leadership is provided across all regulatory support and compliance functions.	• Strategic direction is provided across all business improvement, digital optimisation, and regulatory compliance functions, ensuring alignment with council priorities.
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	- Teams are led cohesively, with clear goals, integrated planning, and high standards of delivery across regulatory and technical services. - Strong, visible leadership fosters high-performing, collaborative, and engaged teams that consistently meet performance expectations.
Regulatory and business services are delivered efficiently, accurately, and in full compliance.	- Regulatory and business support services are delivered efficiently, accurately, and in full compliance with relevant legislation and council policy. - Projects, processes, and systems are continuously improved to enhance productivity, consistency, and customer satisfaction. - Operational and financial processes are monitored and optimised to ensure cost-effectiveness and alignment with council standards.
Teams are high-performing, capable, and supported to succeed.	- Teams are supported to grow technical expertise and meet compliance requirements through clear expectations, regular training, coaching, and performance oversight. - High performance is recognised and celebrated, while people-related issues are constructively addressed to maintain team morale and continuity. - Succession planning and continuous learning are embedded to future-proof service delivery and build resilience across all functions.
Customers and stakeholders experience responsive, accurate, and collaborative engagement.	- Excellent customer service is championed, ensuring all stakeholders receive timely, clear, and accurate information. - Meaningful relationships are developed and maintained with internal departments, government agencies, and the community to support service effectiveness and shared goals. - The Head of Regulatory Support & Compliance acts as a trusted liaison across council units, external regulators, and service partners, ensuring seamless integration and collaboration.
Specialist services are delivered to a high standard, supporting	Regulatory functions — such as alcohol licensing, animal control, environmental health, regulation monitoring, and development

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resilient development, community wellbeing, and safety.	engineering — are delivered consistently, with a focus on safe, sustainable growth, community wellbeing, and harm reduction. • The Development Engineering and Monitoring teams provide high-quality, technically robust advice, oversight, and compliance services that enable fit-for-purpose land and building development aligned with legislative and Council requirements. • Technical land information services (including LIMs, property files, and contaminated sites data) are accurate, accessible, and support informed decision-making by internal and external stakeholders. • Monitoring, enforcement, and administrative programmes are executed in a timely, professional, and efficient manner across all compliance and development engineering areas. • Collaboration across engineering, land information, compliance, and regulatory teams ensures seamless service delivery, strong risk management, and continuous improvement.
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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
• Tertiary qualification in a relevant field such as Public Policy, Law, Business Administration, Environmental Health, Regulatory Management, or similar. • Professional certification (desirable) in regulatory compliance, project management, or change management (e.g. PRINCE2, Prosci, or equivalent) is advantageous. • Proven experience in leading regulatory, compliance, or technical service functions within local or central government or a similarly complex environment. • Demonstrated success in managing and developing high-performing, multidisciplinary teams. • Strong background in interpreting and applying legislation, with experience in managing compliance and regulatory processes. • Experience in driving business improvement, digital transformation, or customer-focused service enhancements.

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- Effective stakeholder management experience, including working across organisational boundaries and with external partners or regulatory bodies.

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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