



TaurangaCity

Job description

Title	Regulatory Systems and Services Advisor (Fixed Term)
Number	
Group	Regulatory and Community Services
Division	
Reports to	Business Services Lead
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 hold the primary relationship with Digital Services and will be the key liaison between R&C and Digital in relation to business unit operations and digital optimisation. Proactively build relationships with the teams and their leaders and enable them to effectively navigate & use R&C digital systems and enhance customer experience

Key outcomes

Professional relationships are developed and maintained to ensure the provision of professional regulatory and digital services.	<ul style="list-style-type: none">• Key stakeholders are identified, and constructive working relationships are established and maintained.• Through proactive engagement with business units, core objectives and priorities are effectively advocated for and put into motion.• Maintain a key point of contact/liaison on behalf of the group with the Digital team.• Oversee, coordinate and manage the resolution of issues related to or affecting the groups' systems.• Positive feedback is received on project outcomes
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	<ul style="list-style-type: none"> • Effective communication has been undertaken with all stakeholders in a friendly professional manner. • Provide targeted systems support to the Regulatory Account Management team to enhance customer experience, optimise workflows, and assist with digital tools and resources.
Development projects are progressed through Council processes and systems efficiently and effectively.	<ul style="list-style-type: none"> • Customers are appropriately involved and well informed on projects and relevant matters through clear and well considered communication. • Constructive working relationships are established with key internal stakeholders to ensure developments progress through Council processes efficiently. • Problems are identified, analysed appropriate solutions are considered, with the most appropriate solution implemented.
Opportunities for improving Council process are identified and reported	<ul style="list-style-type: none"> • Analysis of systems and or process performance is conducted. • Well-researched and viable recommendations for improvement are made. • Take responsibility for up-front analysis in the planning phase (alongside Digital Services) that leads to improved business outcomes. • Issues and risks are visible and managed appropriately.

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.

Essential person specifications

- A tertiary qualification in Planning, Building, business, or similar relevant discipline.
- A track record of establishing effective partnerships with stakeholders both internally and externally.
- Highly developed negotiation and resolution skills
- Ability to manage small to medium projects, and experience in assisting in the implementation of new systems and the design of new processes.
- Experience with ERP and corporate planning systems and processes, and MS Office suite, particularly Excel to at least intermediate level.

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WHANAKE TE TAI

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