

Compliance Officer Position Description

Business Unit	Operations
Location	Various
Type	Permanent
Last Updated	July 2024

Ko wai mātou | About us

The Water Services Authority - Taumata Arowai is the water services regulator for Aotearoa New Zealand. We are committed to ensuring all communities have access to safe and reliable drinking water every day. We also have an oversight role in relation to the environmental performance of public drinking water, wastewater, and stormwater networks.

Mō tēnei tūranga mahi | About this role

Position Purpose

The purpose of the Compliance Officer role is to compile data, evidence and intelligence in support of Taumata Arowai and the use of regulatory compliance and enforcement powers.

The purpose of the Operations Group is to use data and insight to deliver compliance monitoring and enforcement activities, and technical advice geared to risk in regulating and overseeing the provision of safe drinking water to Aotearoa New Zealand, and protecting health.

Reports to	Manager Incidents and Enforcements	
Staff	Nil	
Financial Authority	Nil	
Key Relationships	Internal Senior Compliance Officer Senior Investigator Legal team Water Services teams	External Drinking water suppliers Regional councils Local authorities

Senior Intelligence Analyst
Technical Advisors
Operations Group

Key Accountabilities

It is likely that the scope and functions of positions within Taumata Arowai will evolve over time.

Operational

- Exercise statutory delegations/appointment lawfully and in accordance with policy and procedure
- Compile data, evidence and intelligence in support of Taumata Arowai use of regulatory compliance and enforcement powers
- Identify and recommend corrective actions for any non-compliance issues
- Act as a Compliance Officer under the Water Services Act 2021
- Regularly review drinking water and wastewater safety plans to ensure they align with compliance rules and standards
- Gather evidence on site, and document formal meetings with suppliers
- Actively participate in responding to out of hours notifications and events through the on-call roster
- Build capability and confidence in Māori-Crown relations, including te reo Māori, and upholding Te Tiriti o Waitangi
- Provide regulatory compliance advice and information to water suppliers, and ensure relevant website content is up to date
- Contribute to the delivery of incident and emergency response activity in Taumata Arowai as needed

Relationship Management

- Regulate central and local government compliance with drinking water rules and standards (and where required other water services)
- Connect and collaborate with kaimahi | colleagues to build and maintain trusted relationships
- Develop and maintain effective working relationships with internal stakeholders to achieve Taumata Arowai outcomes
- Develop and maintain effective working relationships with drinking water suppliers, regional councils as the consent authorities for wastewater, and key external stakeholders to achieve the outcomes of Taumata Arowai

Health and safety for self

- Work safely and take responsibility for keeping self and colleagues free from harm

- Report all incidents and hazards promptly
- Know what to do and follow relevant procedures or instructions in the event of an emergency
- Cooperate in implementing return to work plans
- Comply with Health, Safety and Wellbeing policies

Ko koe tēnei | About you

Qualifications

- Relevant tertiary qualification or equivalent experience.
- Qualifications that could be advantageous but not necessary include:
 - Level 3 to 4 G-REG NZQA certificates (Core Knowledge, Operational Knowledge, Operational Practice)
 - A degree in environmental science, public health, engineering, resource management or another related field.

Experience

- 3 – 4 years experience working in a regulatory organisation in an operational compliance role
- Experience working in a relevant technical environment, ideally in the water sector
- Demonstrated ability to exercise statutory powers with good practical judgement
- Demonstrated ability to work and remain calm under pressure
- Demonstrated ability to work with others in a team environment
- Experience at meeting deadlines

Knowledge

- Good understanding of the New Zealand legislation and statutory powers relating to drinking water, storm water and wastewater
- Understanding of the requirements for the effective treatment of drinking water and associated source water and distribution risks
- Understanding of regulatory compliance interventions and when to apply them
- Understanding of the principles of Te Tiriti O Waitangi and Te Mana o Te Wai
- The capacity to learn consent requirements, standards, and responsibilities for wastewater treatment and discharge in New Zealand
- Understanding of New Zealand's Coordinated Incident Management System (CIMS) functions and structure an advantage

Skills and Attributes

- Strong communication and interpersonal skills
- Strong analytical, problem solving and reporting writing skills

- Demonstrated commitment to the principles of Te Tiriti o Waitangi and developing own capability in te ao Māori
- Strong attention to detail
- Ability to work to a high standard, follow procedures and guidelines, and keep good records
- Ability to carry out site inspections, gather evidence and document findings
- Critical thinking skills
- A current and valid full driver's license