



POSITION DESCRIPTION

Title:	Compliance Officer (Food)
Reports to:	Team Manager Food Compliance Services
Branch:	Operations
Location:	Various locations throughout New Zealand
Approved by:	Director Compliance
Date:	July 2017

PURPOSE OF THE POSITION

The Ministry for Primary Industries (MPI) vision is 'Growing and Protecting New Zealand' with a focus on:

- Ensuring the food we produce is safe;
- Maximising export opportunities;
- Improving sector productivity;
- Increasing sustainable resource use; and
- Protecting from biological risk.

The Compliance Services Directorate within the Operations Branch is accountable for ensuring optimal compliance across all of MPI's systems and is responsible for the delivery of compliance and enforcement services across animal welfare, biosecurity, fisheries, food safety, forestry and all other legislation administered by MPI.

The Food Compliance Services Group works across all food sectors from primary producers through to retailers and consumers. The team works in a dynamic environment with frequent and rapidly changing priorities and requirements to deliver a world-class food compliance and enforcement service.

Compliance Officers (Food) contribute to MPI achieving its vision, by delivering effective food safety and suitability related compliance and enforcement services.

The scope of the role includes:

- Ensuring that all reported breaches of the Food Act, Wine Act and parts of the Animal Products Act are identified, assessed and managed by the most appropriate intervention using education, monitoring, surveillance, intelligence, analysis, investigation and prosecution; and
- Working with other New Zealand agencies and co-regulators on food safety and suitability issues including foodborne illness outbreaks, involving food sold and manufactured in New Zealand.

PRINCIPAL RESPONSIBILITIES/KEY RESULT AREAS

- Receive, document, assess, investigate, manage and resolve food sector related complaints using the most appropriate intervention, and in line with organisational procedures;
- Document, assess, investigate and manage the investigation of food and food premises implicated in illness outbreaks (in conjunction with other agencies and organisations including industry where appropriate);
- Exercise appropriate statutory powers in situations of non-compliance or offending; e.g. seizures and premises closures;

- Undertake food recalls and response activities, including ensuring stakeholders are made aware of emerging issues;
- Identify and implement enhancements in the Food Compliance Services Group Standard Operating Procedures, guidelines and enforcement processes;
- Build and maintain relationships within MPI, with co-regulators, industry, interest groups and other agencies;
- Contribute to the development of policy and legislation by providing capability and specialist knowledge;
- Develop sector capability to provide flexibility across the wider aspects of Compliance Services and in depth specialist technical capability in food safety and suitability, animal products and wine;
- Assist with managing any risk to the Ministry by promptly advising management of any risk situations as they may arise;
- Participate in special projects and working groups as required.

Other general responsibilities:

- Responding to the changing needs of the Ministry, performing other tasks as reasonably required.
- Participate in responses (using MPI's Single Scalable Response Model) if required and support others to participate in responses as required.
- Maintain a strict sense of professional ethics, maintain confidentiality and privacy, and abide by MPI's Code of Conduct.

Note: This position description is not intended to be an exhaustive list of tasks, but to act as guide as to the main duties and responsibilities of the position. The content will be subject to regular review in conjunction with the job holder.

KEY RELATIONSHIPS & STAKEHOLDERS

Internal	Nature of the relationship
Team Manager Food Compliance Services	<ul style="list-style-type: none"> • For advice, guidance and support on plans and work programmes • To report on progress and identified risks/issues • For advice, guidance and support on personal development
Manager Food Compliance Services, Team Managers Food Compliance Services (2) and Senior/Compliance Officers (Food)	<ul style="list-style-type: none"> • Advice, service and support for the delivery of compliance interventions as required • For operational support for food sector complaints, referrals, incidents and investigations
Compliance Investigation Services Managers and Compliance Investigators	<ul style="list-style-type: none"> • Provision of support and assistance for the delivery of compliance investigations and termination of compliance operations
Intelligence, Planning & Coordination Services Directorate Regulation and Assurance Branch Policy & Trade Branch Directorates Office of the Director General Branch Directorates	<ul style="list-style-type: none"> • Provide and receive advice, service, support and share information when appropriate
Readiness & Response Services Directorate	<ul style="list-style-type: none"> • Performing allocated response role(s) as and when required.
Other managers and teams within MPI	<ul style="list-style-type: none"> • Collaborate on organisational projects, share information when appropriate

External	Nature of the relationship
Co-regulators <ul style="list-style-type: none"> • Territorial Authorities 	<ul style="list-style-type: none"> • Active collaboration and sharing of information and knowledge
Peers and counterparts in other NZ agencies and organisations e.g. Ministry of Health, District Health Board Public Health Units, ESR, Ministry of Business Innovation and Employment, MedSafe, Commerce Commission, NZ Customs, NZ Police	<ul style="list-style-type: none"> • Active collaboration and sharing of information on matters of interest
Tangata Whenua	<ul style="list-style-type: none"> • Foster relationships to enhance compliance with MPI administered legislation and regulations

DIMENSIONS OF THE POSITION AND THE FREEDOM TO ACT

- Exercise relevant statutory powers under the Food Act 1981 and 2014, the Animal Products Act 1999 and the Wine Act 2003.
- Expenditure within approved budget and delegated authority.

SECURITY CLEARANCE

To fulfil the requirement of this position a security clearance classification to the following level is required: Criminal Conviction Check.

EDUCATION, SKILLS & EXPERIENCE

Qualifications	Essential Relevant tertiary qualifications including: <ul style="list-style-type: none"> • Bachelor of Science and/or Post-graduate Diploma in a science, public/environmental health or food discipline; or • Equivalent qualification recognised by the Appointing Authority. Desired <ul style="list-style-type: none"> • HACCP qualification.
Experience and knowledge	Essential <ul style="list-style-type: none"> • Experience in food regulation and enforcement. • Experience and understanding of domestic and international food safety issues. • Understanding of MPI's operational role and its interface with other agencies and industry bodies. Desired <ul style="list-style-type: none"> • Experience in managing relationships and consultation with an assortment of external stakeholders. • Knowledge of MPI's business environment, its strategic priorities, strengths and weaknesses.
Skills	Essential <ul style="list-style-type: none"> • Sound judgement and analytical skills, with particular emphasis on application in a regulatory and compliance environment. • Sound relationship management skills. • Excellent interpersonal skills: persuasive, able to listen to other ideas and the ability to engage others in your ideas. • Excellent written and verbal communication and presentation skills. • New Zealand driver's licence.

CORE COMPETENCIES

Core MPI Competencies

Ethics and Values	Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive for Results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.
Self-Development	Is personally committed to and actively works to continuously improve him/herself; understands that different situations and levels may call for different skills and approaches; works to deploy strengths; works on compensating for weakness and limits.

Individual Competencies

Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.
Peer Relationships	Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
Priority Setting	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Functional/technical skills	Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
Time Management	Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

Response Specific Competencies

Dealing with ambiguity	Can effectively cope with change, shift gears comfortably, can decide and act without having the full picture, isn't upset when things are up in the air, doesn't have to finish things before moving on and can comfortably handle risk and uncertainty.
Approachability	Is easy to approach and talk to, builds rapport well, is a good listener and is an early knower, getting informal and incomplete information in time to do something about it.
Boss relationships	Responds and relates well to bosses and is open to learning from bosses who are good coaches and provide latitude. Likes to learn from those who have been there before, easy to challenge and develop and is comfortably coachable.
Self-Development	Is cool under pressure, does not become defensive or irritated when times are tough, is considered mature, can be counted on to hold things together during tough times, is not knocked off balance by the unexpected, doesn't show frustration when resisted or blocked, is a settling influence in a crisis.