

## Position Description | Planner

**Reports to** Regional Manager  
**Branch** Bay of Plenty

### Duties of the Employee

As a Planner, you are responsible to the Directors of Cheal Consultants Ltd (Cheal) for the following:

### Technical Role Description

- a) Undertake all planning tasks necessary to gain Resource Consent Approval from regulatory authorities for jobs undertaken by Cheal on behalf of clients
- b) Undertake special planning tasks such as researching DOC Concessions, Policy, Management Plans etc as directed by your team leader.
- c) Produce reports and assistance in preparing expert evidence for hearings.
- d) Provide planning advice to Engineers and Surveyors within the business as relevant and appropriate.
- e) Manage and run projects autonomously, including recommending plans and options for clients, scoping and pricing.
- f) Participate in planning related professional development externally and internally as identified by and agreed with Manager.

### General Duties/Responsibilities as an Employee

- g) Adhere to the Cheal Quality Management Programme and its policies/procedures at all times.
- h) Liaise with clients on a routine basis in order to keep clients up to date with job progress.
- i) Raise invoices within company timelines and liaise with clients on any delays in payment.
- j) Seek guidance from the Planning Team Leader on matters relating to quality of output and presentation.
- k) Close liaison with colleagues on job progress and particularly any indications that deadlines/targets might not be achieved.
- l) Complete timesheets on at least a daily basis to ensure accurate and up to date records are maintained.
- m) Validate timesheet information against jobs for which you are Job Manager and raising invoices. This includes validating inputs from other Cheal employees.
- n) Any other tasks associated with your role as reasonably delegated by a Team Leader, Manager or Director of Cheal.

## **Business Growth/Client Management**

It is an expectation that the Employee will regularly spend time carrying out duties associated with business growth such as:

- a) To actively promote the business within the district, with the objective of securing growth of the business in that area, in accordance with agreed Business Planning and Marketing Strategy goals set by the Company and discussed and agreed between you and your Manager/Director.
- b) To actively seek engagement from new clients and/or obtain repeat business from existing clients, and to provide excellence in Client Management.
- c) To be actively involved within the local and wider district business community and associated networking events, with a view to building relationships and ultimately, the business.
- d) To assist the Team Leader, Manager and/or Directors with identifying and acting on business growth opportunities.

## **Qualifications Required**

- Relevant Bachelor Degree

## **Technical Competencies**

Please note that this list of competencies is intended as a guideline and is in no way exhaustive. The Employer may from time to time introduce new and/or change the types of equipment and software it uses. The Employee will be expected to adopt such changes on the understanding that where appropriate, the Employer shall provide training and guidance.

- *Essential*  
Proficient in the use of Microsoft Office software applications (Word, Excel, Outlook)

## **Other Requirements**

- Full New Zealand Driving Licence

## Core Competency Requirements

The core competencies focus on leadership and are critical to the success of our business. The ongoing demonstration of these competencies is expected as part of employee performance and is assessed under the Cheal Performance Management System. Competencies describe 'the how' – the means, skills and behaviours used to reach the results.

Below is the list of competencies that are expected as part of every role in the business. A picture of what each of these competencies 'looks like in action' is also provided through the description of observable behaviours.

<b>Professionalism</b>	<ul style="list-style-type: none"> <li>▪ Adheres to the highest level of professional standards in both work performance and personal behaviour/presentation</li> <li>▪ Demonstrates professionalism, strong ethics and confidentiality regarding business information, processes and products</li> <li>▪ Demonstrates integrity through open and honest interactions with colleagues and clients</li> <li>▪ Takes pride and ownership in work</li> <li>▪ Promotes Cheal Consultants Ltd externally and is an advocate for the business at all times</li> <li>▪ Demonstrates a sense of urgency and commitment to meeting deadlines.</li> </ul>
<b>Customer Service / Client Relationships (both internal and external)</b>	<ul style="list-style-type: none"> <li>▪ Establishes and maintains effective relationships with clients and gains their trust and respect</li> <li>▪ Inspires clients' confidence by demonstrating depth of expertise and experience</li> <li>▪ Consistently acts with clients in mind</li> <li>▪ Delivers practical, high quality services and solutions with significant attention to detail</li> <li>▪ Strives to ensure quality outcomes by meeting internal quality service standards and agreed commitments, resulting in satisfied clients and repeat business – delivers on a promise</li> <li>▪ Arrives on time for client meetings</li> <li>▪ Goes the extra mile to accommodate clients' needs</li> <li>▪ Is courteous and professional in all dealings with clients</li> <li>▪ Takes proactive steps to ensure clients are informed of progress, and problems are managed and resolved in a timely manner</li> <li>▪ Follows up on outstanding work and seeks feedback from clients on work delivered to ensure that the client is satisfied</li> <li>▪ Acts with a sense of urgency to produce results with quick turnarounds (within specifications)</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>▪ Works cohesively as a member of the Cheal team by sharing information and offering assistance to other team members.</li> <li>▪ Is co-operative and is seen by others as a 'team player'</li> <li>▪ Encourages collaboration</li> <li>▪ Easily gains the trust and support of peers</li> <li>▪ Can solve problems with peers with a minimum of fuss</li> <li>▪ Participates actively in the team aspects of the business</li> <li>▪ Is consistently among the first to volunteer to help others succeed</li> </ul>

<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Communicates effectively and professionally in a variety of settings: one-on-one, in small and large groups, with peers and with managers</li> <li>▪ Practices attentive and active listening</li> <li>▪ Writes clearly and succinctly in a variety of communication settings and styles</li> <li>▪ Gets across messages that have the desired effect</li> <li>▪ Provides individuals with information so that they can make accurate decisions</li> <li>▪ Provides information to clients and colleagues proactively and in a timely fashion</li> </ul>
<b>Initiative/ Innovation</b>	<ul style="list-style-type: none"> <li>▪ Is committed to own continuing development and actively follows up on seminars, training and other continuing professional development activity</li> <li>▪ Keeps up to date and at the 'cutting edge' technically</li> <li>▪ Is self-motivated</li> <li>▪ Takes ownership and is self-driven</li> <li>▪ Thinks laterally and is not bound by traditional practices, finds solutions to problems</li> <li>▪ Analyses both successes and failures for clues to improvement</li> <li>▪ Enjoys the challenge of unfamiliar tasks</li> </ul>

Both Core Competencies ('the how') and Key Performance Objectives ('the what') are critical elements of performance. It is the combination of these that will create added value and success in meeting and exceeding our business goals.