



**Tango Tutara O Te Ture
(Ministry of Justice)
GOVERNMENT OF THE COOK ISLANDS
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www.justice.gov.ck**

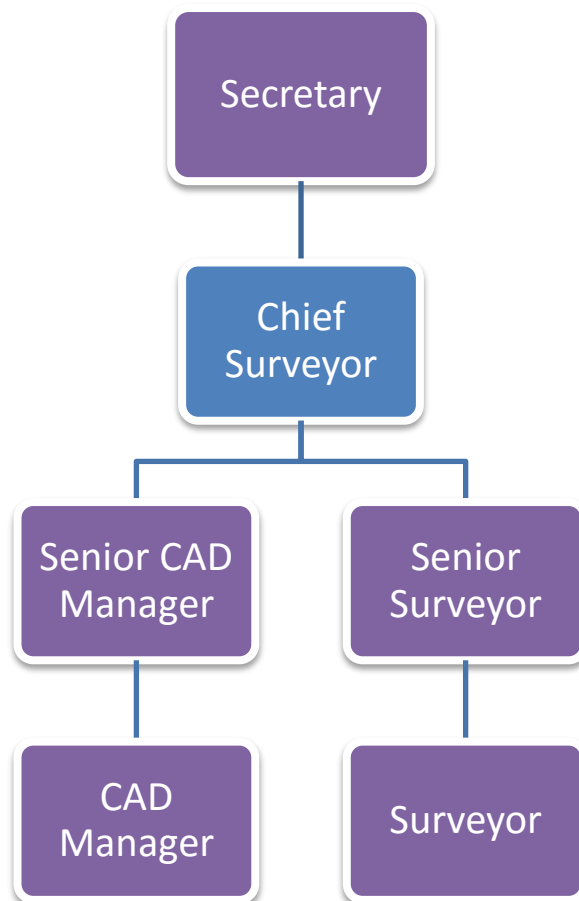
POSITION SUMMARY

Job Title:	Chief Surveyor
Division:	Land Administration
Responsible To:	Secretary
Responsible For:	Four
Job Purpose:	<p>The role of the Chief Surveyor is to oversee the management and administrative compliance of all land survey matters within the Cook Islands legal framework and Ministry of Justice systems, polices, processes, and procedures. This is a function manager role requiring significant expertise and experience with specialized skills and knowledge in legislation, regulations, policy development implementation, management, surveying and cadastral standards, custom governing land ownership, legal and court processes, registry and records management, compliance, and information systems, while ensuring accuracy, timely reporting, and efficient and effective administration.</p> <p>The position is considered the leading expert on surveying across government and provides key services that maintains the integrity of land survey records, systems, and legal processes that directly impact the fabric of Cook Islands society. The investigation, development, and transfer of all land in the Cook Islands involve survey. Records maintained by survey have significant historical value and date more than 100 years old. Survey services are integral in land court hearings and impact on government and business development and tribal lands.</p> <p>The position must work at a high level of competence in surveying, management, legal and compliance principles and technical requirements to manage the provision of Ministry survey related services to the public in an environment moving towards greater use of available technology.</p>
Job Classification:	Function: Leadership, Technical and Service delivery Job band: K Jobwise Code: L8 – Function Manager
Date updated:	April 2019

AGENCY VISION

“For a **safe, secure, just** and **fair** society with a **trusted** land management and information and register systems”

ORGANISATIONAL STAFFING STRUCTURE (PROVISIONAL)



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>1. Policy Development and Advice</p> <ul style="list-style-type: none"> • Lead in development and implementation of policies, procedures, and manuals for Ministry of Justice relating to land survey, cadastral, and geospatial information, in accordance with applicable legislation and regulation, and with due regard to New Zealand survey standards. • Provide timely advice to Secretary and senior management to facilitate sound management decision making and develop innovative solutions to achieve Ministry plans' (including Business Plan and Strategic Plan) goals within budget. • Provide timely advice and information to Secretary and senior management when requested, and when there are changes in Ministry operations or applicable legislation, regulations, and government policy. • Oversee the provision of advice and information to government Ministries and Agencies, and the Pa Enua, in relation to survey matters, and where necessary assesses potential for land development. • Formulate, prepare and provide affidavits, evidence, and expert opinion and testimony 	<ul style="list-style-type: none"> • Policies and procedures relating to survey are updated and consistent with applicable legislative and regulatory requirements, and best practices (e.g. NZIS standards). • Timely completion of Business Plan and Budget and proper allocation of resources to achieve Ministry Plans' goals. • Accurate and timely advice and information is provided. • Provision of advice and information to government is accurate and timely within agreed parameters. • When required, accurate expert information is provided to the Courts.

<p>when required by Court, and where necessary conduct onsite land visits by Court.</p> <ul style="list-style-type: none"> • Develop and implement, and review and update when necessary, survey related policies and procedures to verify prescribed fees are paid and receipted, recorded, and trading revenue is collated and timely reported, in consultation with the Finance Manager. • Formulate policy and procedure relating to physical and digital records management of survey information, in consultation with Secretary. 	<ul style="list-style-type: none"> • Appropriate fees are collected, receipted, recorded, and reported within established policies and procedures. • Policies and procedures relating to records management are properly developed, implemented, and maintained.
<p>2. Survey Management and Operations</p> <ul style="list-style-type: none"> • Efficiently and effectively oversee the management, review, regulation and monitoring of survey matters, including document filing, surveying and related court processes, draught and cadastral work, generation and approval of schemes and maps, the verification, authentication, evaluation, and custody of private surveyor information, and verification of survey data for compliance to control network. • Retrieve and prepare survey records for public enquiries and Land Court hearings (including High Court, Court of Appeal, Privy Council, Tribunals and Boards). • Monitor, manage and update relevant information systems and ensure data entered are verified and accurate, maintained and secure. • Oversee the management and regulation of the survey control network, manages the correction and reporting of any defects, and conducts regular inspections. • Oversee and verify the execution of applicable Court orders relating to land survey and the proper updating of the survey records for data integrity. • Oversee the issuance of required advertisements and notices, including reminder notices to applicants, private surveyors, lawyers, and agents, within legislative requirements, policy, procedures, and best practices. • Prepares and verifies mathematical calculations related to surveying and basic engineering, which may include the computation and adjustment of angles, distances, bearings, traverses and elevations, interpretation and computation of field data, evaluation of accuracy and completeness, and maintenance of records and vertical and horizontal control notes. • Manages and mentors survey staff in accordance with Ministry plans and policies, applicable PSC policies, and approved performance management plans and agreements. 	<ul style="list-style-type: none"> • Survey matters are timely managed, reviewed, regulated and monitored for legislative and regulatory compliance, and appropriately actioned. • Monitor compliance and verify correct processes are adhered to. • Survey records are properly prepared to facilitate court hearings and public enquiries within agreed parameters. • Information systems data are accurate and kept up to date, including Autocad information. • The survey control network is accurate, maintained, and regularly inspected. • Survey records are accurately and timely updated to reflect Court orders received. • Appropriate advertisements and notices are provided. • Survey work is accurate and completed at a high level competency. • Supervised staff are aware of applicable policies and their performance is appropriately recognized.

<p>3. Records Management</p> <ul style="list-style-type: none"> • Using available technology, efficiently and effectively oversee the management of survey records so records are organized, complete, updated, preserved, digitized, and compliant with legislation, regulations, and Ministry policies and procedures. • Oversee the management of hard copy documents so they are timely and properly scanned, digitized, preserved, filed, and maintained according to Ministry policies and procedures. • Digital records are organized, internally accessible and searchable, and configured for public access in accordance with Ministry policy, procedures and set parameters. • Oversee digital backup processes of survey files and records. • Records are maintained in a manner to facilitate for quick and easy reporting. • Relevant survey information generated by private surveyors are captured, regulated, and secured in Ministry of Justice custody within applicable policies and procedures. • Coordinates with appropriate persons so that record storage areas are kept clean, healthy, tidy, safe, secure, organized and clear of clutter, within Ministry policy and procedures. 	<ul style="list-style-type: none"> • Survey records are complete, have no errors, and all applicable documents have been scanned and no backlog. • Physical records are organized, cared for, digitized, and properly stored. • Digital records are organized, backed up, secured, complete, and timely updated when necessary, and properly maintained for referential integrity and prevent corruption and unauthorized access or duplication. • Digital records are actively being backed up, and backups are maintained. • Any backlog in records management is documented, timely mitigated and resolved, and any indexing completed. • Relevant private surveyor information is in Ministry of Justice custody. • Record storage areas are stored and regularly cleaned in a manner to maximize record preservation.
<p>4. Land Administration Division and Pa Enuā</p> <ul style="list-style-type: none"> • Resolves general queries relating to services provided by the Land Administration division, and facilitates accurate and timely responses. • Formulates, coordinates, and fulfils divisional tasks and processes within legislation, regulation, policies and procedures. • Provides regular training of survey staff, and relevant outer island and other persons on matters relating to survey services. • Provide support, advice, and directions to, and exchanges information from, Pa Enuā staff on matters relating to survey services. • Inform and consult with Secretary and HR & Asset Manager in relation to any management issue. • Support the Secretary and senior management in resolving conflicts related to work related issues. • Implement the Ministry performance management plan, training and development 	<ul style="list-style-type: none"> • General enquiries relating to the Land Administration division are resolved. • Tasks are timely completed within set parameters. • Regular training is scheduled and provided, and appropriate persons are trained on relevant matters. • Pa Enuā staff are provided accurate and timely advice and support, and appropriate data is obtained. • Secretary and HR & Asset Manager are provided with accurate and relevant information and management support to

<p>plan, business plan, strategic plan, disaster risk management plan, and communications plan.</p> <ul style="list-style-type: none"> • Take on responsibilities of survey staff in their absence or vacancy where necessary, and support Land Administration staff during absences or vacancies. • Where necessary, remotely manage survey staff when travelling to the Pa Enea or when staff are deployed to the Pa Enea, including delegating specific tasks where appropriate. 	<p>resolve work related issues.</p> <ul style="list-style-type: none"> • All land administration staff have current performance management agreements. • Survey related duties are met and managed during staff absence or vacancy, and Land Administration division is supported. • Survey work in the Pa Enea is properly managed without undue impact on survey work on Rarotonga.
<p>5. Reporting and Compliance</p> <ul style="list-style-type: none"> • Review and verify submitted maps and other documents for compliance with legislative and regulatory requirements and processes. • Compile and submit regular accurate reports on survey activities, including the number and type of maps approved for land court applications, number of inspections, number of field work surveys, number of scheme and draughts drafted, number of corrections needed to control network, and any related revenue and information. • Appropriately alert Secretary, and relevant Ministry management and staff to discrepancies, errors, and concerns, and actively resolve. • Provide reports to Secretary regularly and as requested. • Collect daily information and statistical data for periodic reports and ministry use. • Ensure financial expenditure of Survey section of Land Administration division is within Ministry budget. • Manage safety of survey staff in the field by ensuring safety equipment and devices (e.g. traffic control devices) are present and in use as appropriate, and where necessary assists with directing traffic. • Manage workspace of Registry Services staff to ensure health, safety, and security, and appropriate use of equipment and supplies. • Guarantees accuracy of work produced by Survey section of Land Administration division. 	<ul style="list-style-type: none"> • Documents are timely reviewed to determine compliance and actioned in accordance with policies, procedures, and legislative requirements. • Reports are accurate, timely, and submitted at least monthly, and within set parameters. • Timely reporting and resolution of discrepancies, errors, and concerns. • Requested reports are accurate and timely provided. • Statistical data is collected, accurate, complete, and collated for reports. • Budget expenditure ceilings relating to survey are complied with. • Safety equipment and devices are available, maintained, and deployed to ensure safety of survey staff in the field. • No reasonable health, safety, and security issues and staff are properly resourced. • Survey work is accurate and no litigation.
<p>6. Customer Service and Risk Management</p> <ul style="list-style-type: none"> • Efficiently and effectively manages, responds to, and resolves local and international enquiries by phone, email, or over the counter, relating to survey information, applications and court processes and their outcomes, and any other relevant matters. 	<ul style="list-style-type: none"> • Enquiries are professionally managed with accurate and appropriate advice, and complaints and resolutions are documented.

<ul style="list-style-type: none"> • Verifies Ministry data and information, including customer and financial information, are kept secure. • Oversees the management and maintenance of survey equipment and supplies. • Assist in, and at times lead, the organizing, coordination, and logistical support of all Ministry led and staff related events and activities. • Where appropriate, educate and inform customers of services and processes, and facilitate access to information. • Seeks to strengthen relationships with government ministries and agencies and private surveyors. • Arbitrates land boundary disputes within Ministry policies and procedures. 	<ul style="list-style-type: none"> • Timely respond to enquiries (including phone and email) within set parameters. • No breaches in data and information security. • Ministry survey equipment are in good working condition and supplies are managed. • Ministry led and staff related events and activities are timely organized within set parameters. • Customer Satisfaction. • Performance management agreement targets are met. • Ministry relationships with survey stakeholders are strengthened. • Arbitrated disputes are resolved.
<p>7. Systems and Legislation Development</p> <ul style="list-style-type: none"> • Assist in the development, implementation, and improvement of IT systems that improve efficiency, effectiveness, reporting, management and accessibility to Ministry services (e.g. online payment methods; case management system; online accessibility to land information) related to the Land Administration division. • Lead in the creation, and ongoing review and updating, of legislation and regulations governing surveyors. • Develop, implement, and maintain a system, with appropriate policies and procedures that collates and safeguards relevant survey information generated by private surveyors to provide central access, compliance, and custody of all relevant Cook Islands survey information with the Ministry of Justice. • Develop, implement, and maintain a records management system that is consistent with legislative and regulatory requirements, and best practices, and facilitates quick and easy reporting and appropriate access. • Develop and implement accountability mechanisms to control, track, regulate and monitor survey work in the Cook Islands. • Lead in community outreach programs, initiatives, and events relating to survey matters in the Land Administration division. • Undertake feasibility studies at the direction of the Secretary and report on the viability of proposed initiatives. 	<ul style="list-style-type: none"> • IT solutions are identified, and implemented where approved by the Secretary and where resources are available. • Legislation is developed and updated that incorporates applicable New Zealand survey standards and registration of Cook Islands surveyors. • A system with policies and procedures is developed and maintained to centralize custody of survey information with the Ministry of Justice. • Records management meets requirements and best practices. • Accountability mechanisms are in place, properly communicated to surveyors, and all official survey work done is properly documented and traceable. • Community outreach programs, initiatives, and events are appropriately supported. • Feasibility Studies are provided within agreed parameters.

<ul style="list-style-type: none"> Undertake any project or task assigned by the Secretary that is reasonably expected to support the Ministry. 	<ul style="list-style-type: none"> Projects and tasks are completed within agreed parameters.
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WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Time Management: Efficiently and effectively prioritizing and multitasking in order to timely respond to daily enquiries by email, phone, and over the counter, while ensuring proper prescribed fees are paid, survey applications and approvals are verified, compliant with legal requirements and court orders, and executed, records are properly managed, customers are effectively educated on legal requirements, reports are timely submitted, and complex issues are progressed to resolution.
2	Counselling customers and managing their land survey concerns, and assisting with advice on Ministry and Court processes.
3	Arbitrating land boundary disputes in the Pa Enea, while managing staff remotely.
4	Having to follow up with private surveyors for non-compliance, accuracy and integrity of their survey work that will end up in land disputes and court proceedings.
5	Negotiating the correction of records using Ministry records, processes and procedures, consistent with applicable legislation and regulation.
6	Implementing and maintaining system for custody of all land survey records, where necessary syncing with records held by private surveyors, and inspecting and maintaining the survey control network.

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. *(Explain the authority if any)*

Financial	None
Staff	Four
Contractual	None

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
Secretary of Justice	Heavy: Providing advice and reports. Developing budget and Ministry plans, policies, and procedures. Leads on survey related matters.	Service Providers	Medium: System support and development input for online platform(s).
Registrar – Land Administration, Registrar – High Courts, Registrar – Registry Services	Heavy: Assists in coordinating Ministry tasks, projects, reports, and provides expert advice on complex issues relating to survey.	Lawyers and Land agents	Routine: Formulates expert opinions and exchanges information to facilitate appropriate responses to enquiries and compliance with court orders and survey standards.
Survey staff	Heavy: Oversees coordination of tasks, projects, service counter administration,	CIIC, Ministry of Infrastructure, Ministry of Health, Ministry of	Routine: Manages relationships and provides information and advice to facilitate other Ministries and Agencies

<p>Court and Land Court staff</p> <p>Judges and Justices of the Peace</p> <p>Corporate Services staff</p> <p>Janitor</p> <p>Pa Enea offices</p>	<p>site inspection and surveys on Rarotonga and in Pa Enea, providing court evidence, approval of official survey maps, custody and management of survey records, maintenance of survey network, execution of court orders, monitors performance, and provides expert advice on complex issues. Where necessary, assumes responsibilities of survey staff in their absence.</p> <p>Heavy: Reviews and provides information requested by court, executes relevant court orders, provides court evidence and expert evidence, approves official survey maps, assists in negotiating correction of records and resolution of land related complaints, and coordinates relevant enquiries.</p> <p>Medium: Provide information requested by court, executes relevant court orders, and provides logistical support when required. Coordinate any site visit to land for judicial determination of land court cases.</p> <p>Heavy: Provides and obtains information and support relating to finance, IT, and HR matters.</p> <p>Medium: Assists in the proper cleaning, maintenance, and security of record storage areas.</p> <p>Medium/Heavy: Provides information, advice, support, and training to Pa Enea staff</p>	<p>Internal Affairs, Te Aponga Uira</p> <p>Private Surveyors</p> <p>Other Government Ministries and Agencies</p> <p>Media</p> <p>General public</p>	<p>functions and services (e.g. survey Crown land).</p> <p>Routine: Gives direction and instruction in survey matters, and exchanges information to facilitate responses to Survey queries and processing survey documents.</p> <p>Medium: Reviews and resolves government and relevant government facilitated enquiries.</p> <p>Medium: Reviews and advertises required notices.</p> <p>Routine: Manages and responds to enquiries, implements policy and procedure relating to research of Ministry survey records, provides advice and training, arbitrates landownership disputes relating to survey maps, organizes community outreach, ensures payment of prescribed fees, and facilitates OIA requests.</p>
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All Ministry staff	related to survey services. Medium: Provides information and assists with logistical support and the facilitation of Ministry services. Advocates staff cohesion.		
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QUALIFICATIONS

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> A bachelor's degree in surveying or engineering. Registered Surveyor (professional qualification). 	<ul style="list-style-type: none"> Post-graduate qualifications in surveying, engineering, land management, or business management. Current member of New Zealand Institute of Surveyors (NZIS)

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
15 – 17 years of work experience in surveying, engineering, or similar role, 8 of which involves supervision of other staff engaged in surveying or engineering roles.	18 – 20 years of work experience in surveying, engineering, or similar role, 10 of which involves supervision of other staff engaged in surveying or engineering roles.

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> Understanding of staff and records management, and relevant PSC policies. Understands Ministry of Justice policies and procedures, role and functions, and committed to public service. Excellent attention to detail and customer service. Communicates with clarity and vision, actively listens to others and responds with respect. Takes ownership and acknowledges important outcomes of decisions. Ability to negotiate and solve problems quickly. Knowledge of conflict resolution, and issues that impact land and vulnerable records. Highly developed written and oral communication skills, preferably both English and Maori. Knowledge and skill in surveying, including terminology, methods, and techniques. Knowledge of processes and procedures relating to Land Court and survey.

	<ul style="list-style-type: none"> • Keen understanding and knowledge of NZ survey standards and practices. • Knowledge of private surveyors in the Cook Islands. • Knowledge of policy and guideline development and implementation, and the workings of government. • Knowledge of legislation relevant to survey, including Part III and the First Schedule of the Constitution of the Cook Islands; Cook Islands Act 1915; Unit Titles Act 2005; Land (Facilitation of Dealings) Act 1970; Leases Restrictions Act 1976; Definition of Aratapu, Rarotonga Act 1967; Property Act 1952; Cultural and Historic Places Act 1994-95; Code of Civil Procedure of the High Court Act 1981; Environment Act 2003; Judicature Act 1980-81; Public Health Act 2004 – Public Health Sewage (Code) Regulations 2008; and Evidence Act 1968; and any related amendments, legislation, and regulation. • Proven ability in collating factual information, reduction of raw survey data, and producing reports, including the production of charts, schedules and maps. • Models high level of accuracy, professionalism, and dedication to high performance and ethical behaviour.
Advanced	<ul style="list-style-type: none"> • Knowledge of tribal titles in the Cook Islands and the House of Ariki. • Knowledge and skill in Cadastral platforms (e.g. Autocad). • Ability to work in harmony with conflicting perspectives and diverse activities in a large organization. • Ability to prioritize and multitask, and work both independently and cooperatively. • Familiarity with legislation enabling all services provided through the Ministry of Justice. • Knowledge of Ministry of Justice prescribed fees, and court processes involving payments to and from the Ministry. • Knowledge of the Cook Islands culture, language, protocol and history for engagement, including safe appropriate communication.
Working	<ul style="list-style-type: none"> • Knowledge of Land Agents Registration Act 2009, Law Practitioners Act 1993-94, Official Information Act 2008, and any related amendments, legislation, and regulations. • Knowledge of Microsoft Office suite (Word, Excel, Powerpoint). • Knowledge of Microsoft Windows operating system interface and basic IT troubleshooting. • Average computer typing speed of at least 36 words per minute. • Knowledge of case management software, record management, online platforms facilitating Ministry services, and online payment processes. • Ability to think on one's feet and has a sound sense of judgement. • Ability to handle confidential and sensitive information. • Recognises the boundaries between politics, governance and management and acts accordingly.
Awareness	<ul style="list-style-type: none"> • Knowledge of scanning and preserving legal documents for archiving. • Knowledge of New Zealand legislation relating to survey (e.g. New Zealand Cadastral Survey Act 2002). • Understands and exemplifies Ministry and public service values.

	<ul style="list-style-type: none">• Applies understanding of the unique and special nature of the Cook Islands to decisions and actions.
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CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date