



Position Description – Information Manager

The position reports to: Group Manager, Corporate Services **Grade:** 19

Hours of work: 40 hours per week

Position purpose:

Description required

The Key areas of responsibility include:

Information Systems

- Working with ITS in regard to implementing SharePoint as the Council's information management system, so that information management features are introduced, improved upon, and maintained with minimal disruption to workflow.
- Role model and advocate for continuous improvement and streamline processes by encouraging staff to look for opportunities to make their processes easier and more efficient.
- Information software requirements are identified and implemented as needed to meet the ongoing needs of the organisation.
- Identify and lead digital continuous improvement opportunities by working with stakeholders on design and process changes/improvements.

Information Management

- Assess and identify areas for service improvement and provide leadership in information management best practice across the organisation.
 - The council's information management system is maintained in accordance with the relevant regulatory and legislative requirements.
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	○ Develop and review information management policies, standards, and procedures to ensure council's information management system is "best practice" against industry standards.
Customer Service and Relationship Management	○ Promote a "customer first" and first contact resolution culture so that all our customers hold Buller District Council in high regard.
Continuous Improvement	○ Identify and implement improvements to information management and privacy processes and systems. ○ Conduct evaluations to ensure that processes and policies align with organisational goal to ensure efficiency and effectiveness.
Training of staff in new information management systems	○ Coordinating the training for Buller District Council staff on information management under the new ECMS.
Retention and Disposal Authority Classification system and metadata schema management	○ Ensuring that the new ECMS fits the Retention and Disposal Authority (RDA), Classification systems and metadata schema for all Buller District Council records and information.

Deliverables:

Performance	• Achieve performance goals and expectations and follow leadership instructions on time and to a high standard consistently • Report on progress to plan against own KPIs • Take an active role in own goal-setting, learning and development • Correctly and appropriately use technology as required for the role, including new technologies • Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment • Comply with all legislation and Council policies • Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment • Set a positive example for punctuality, attendance and work ethic
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People & Capability

- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions externally and with Subcommittees and Elected Members (as required for role)

Requirements for all staff

- Buller District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partners to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Buller District Council policies and processes.

Emergency Management requirements for all Council Staff

- Buller District Council has a legislative responsibility to respond to adverse events within our communities. As such, any staff member may be required to assist the Emergency Management Team in responding to such an event. Family circumstances and BAU roles will be taken into account.

Required assistance may include:

- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe.
- Participate in any required Civil Defence exercises to maintain essential services.

Key relationships

Internal	External
Chief Executive Officer	Elected Members
Senior Leadership Team	Liaise with suppliers over products, services, orders, and deliveries.
Group Manager Corporate Services	Liaise with and take direction from support providers on system or application issues when support requested.
IT Team and all other Staff.	

Skills, Experience and Personal Qualities (JD Specific)

Essential	Desirable
○ Clear and concise written and verbal communication skills. ○ Ability to work effectively and efficiently. ○ Excellent customer service skills. ○ Ability to ensure that work is completed to a high standard and to meet deadlines.	○ Experience developing and delivering information management services within the organisation. ○ Administrative working knowledge of electronic document and record management systems. ○ Change management experience.

Education, Qualification, Memberships

Essential	Desirable
○ A Tertiary qualification in Records and Information Management, or similar academic qualifications. ○ Ability to adapt to, and learn new technologies and methodologies as required.	

- Able to work as a team demonstrating energy, vision and initiative.
- Great time management.
- Able to prioritise and organise workloads.