

POSITION DESCRIPTION

Information Management Officer



Kaitiaki ō te Kete Mātauranga

Job Title:	Information Management Officer
Group:	Business Support Group
Location:	Paeroa Office
Reports to:	Information Team Leader
Supervisory Responsibility:	N/A
Functional Relationships:	All Council Staff, Suppliers
Authorities:	In accordance with the Delegation Manual

General function of the position

To evaluate, validate and manage corporate records and administer the organisation's Information Management systems in an efficient and effective manner as part of a dedicated and knowledgeable Information Management Team.

Organisation values

Hauraki District Council has four values that form the core of how employees carry out their work and conduct interactions both internally and externally. The values shape the culture of our organisation and demonstrate what is important within HDC. These values focus on 'how' we do the job, and 'how' we conduct ourselves in the workplace. This is 'The Hauraki Way'.

Communication	Respect	Commitment	Positive attitude
<ul style="list-style-type: none"> • I share relevant information with others • I listen to understand. • I speak to be understood. • I value feedback • I use an appropriate communication style 	<ul style="list-style-type: none"> • I always keep an open mind • I acknowledge and respect differences of opinion • I am always considerate and understanding • I treat others as I would want them to treat me 	<ul style="list-style-type: none"> • I always do my best • I follow through for my customers and team • I go the extra mile • I take personal responsibility for my actions – I walk the talk 	<ul style="list-style-type: none"> • I offer ideas and solutions • I look for better ways of doing things • I am fun to work with • I am a can-do employee



Key tasks

1. To collect, capture and describe Council's information received.
2. To maintain Council's information by providing access, storage, protection and disposal of records.
3. To provide administration services.
4. To undertake project work and additional responsibilities as tasked by the Information Team Leader.
5. To show a commitment to Hauraki District Council and provide organisational support as required.

1. Collect, capture, describe Council's information

Key Tasks	Key Performance Indicators (KPIs)
1.1 Responsible for administering all inwards mail by sorting, scanning and/or distributing to staff.	<ul style="list-style-type: none"> Paper documents are scanned in compliance with Councils digitisation policy and procedures, with 99 % accuracy. Documents are saved into the correct location in the EDRMS. Document metadata is captured to meet the organisations requirements. Faxes and emails are processed appropriately and in the correct time frame. Documents are converted to the appropriate format as required.
1.2 Administration of inwards financial documents. (<i>invoices, statements, remittances etc</i>)	<ul style="list-style-type: none"> Paper documents are scanned in compliance with Councils digitisation policy and procedures with 99 % accuracy. Documents are saved into the correct location in the EDRMS. Document metadata is captured to meet the organisations requirements. Documents are converted to the appropriate format as required.
1.3 Receipt payments received in the mail.	<ul style="list-style-type: none"> Payments are processed and receipted accurately, within agreed timeframes and correctly balance with 100% accuracy.
1.4 Process dog registrations and payments received in the mail.	<ul style="list-style-type: none"> Dog registrations and payments are processed with 100 % accuracy as per Councils requirements.
1.5 Building Consent (BC) applications and related information are processed and compiled in accordance with BCA and planning team requirements.	<ul style="list-style-type: none"> Position holder is up to date with BCA processes and training. Liaises with BC team to ensure BCA technical requirements and changes are understood and met. Accurately processes documentation with 99% accuracy within the required statutory timeframes.
1.6 Maintain data in the necessary modules in Authority as required. (<i>contacts module, applications module - building consents, registers – building & drainage permits</i>).	<ul style="list-style-type: none"> Relevant data in Authority is maintained with 100 % accuracy as per Councils requirements.
1.7 Collect, prepare and deliver all outward mail.	<ul style="list-style-type: none"> Outward mail is processed daily and ready for collection at the designated time.
1.8 Coordinate and distribute documents between teams and offices.	<ul style="list-style-type: none"> Information received from and sent to Ngatea and Waihi offices on a daily basis is prepared for collection. Documents are delivered within the Paeroa Office each day.



1.9	Key Tasks	Key Performance Indicators (KPIs)
	Scan non-current documents and records of archival value that are to be saved to the EDRMS.	<ul style="list-style-type: none"> Paper documents are scanned in compliance with Councils digitisation policy and procedures with 99 % accuracy. Documents are saved into the correct location in the EDRMS. Document metadata is captured to meet the organisations requirements.

2. Maintain Council's information

	Key Tasks	Key Performance Indicators (KPIs)
2.1	Provide assistance and research to internal and external customer enquiries eg. property information, historical documents etc., held in the corporate filing system (both physical and electronic).	<ul style="list-style-type: none"> Requests are actioned within agreed service level in a timely manner. Queries are dealt with in a professional and courteous way. Effective relationships are developed and maintained. Good feedback is acknowledged. An appropriate assessment is made regarding access to confidential or sensitive information.
2.2	Maintain the Council's filing systems, creating, issuing, tracking and maintaining the files (both physical and electronic).	<ul style="list-style-type: none"> Staff have adequate assistance to access the information they need. Information can be found easily. Files are issued and returned daily to the correct physical location. Necessary repairs to physical files are made. Security of files is maintained. Regular file audits are done in a timely manner.
2.3	Assist in reviewing policies and developing procedures to administer Council's information and knowledge.	<ul style="list-style-type: none"> Policies and procedures are reviewed and recommendations are made.
2.4	Capture, preserve and maintain records of archival value and descriptions held in offsite storage.	<ul style="list-style-type: none"> Records of archival value are stored securely and safely as per requirements. Database is updated and maintained accurately as required. Purchase orders created and invoices coded within the correct time frame.
2.5	Assist with the disaster preparedness planning, risk prevention and the recovery process, to save and secure council's records following a business disruption.	<ul style="list-style-type: none"> Assistance is provided with the planning and risk prevention processes of any incident that affects physical records and/or archives. Assistance is provided with the recovery process in the event of a disaster and follow the required procedures.
2.6	Assist with retention and disposal of records.	<ul style="list-style-type: none"> Records are processed for disposal or archiving as per legislative and policy requirements and procedures.
2.7	Perform testing of the EDRMS and Authority systems as required.	<ul style="list-style-type: none"> Processing testing is carried out within agreed timeframes and any issues identified and reported.



3. Provide administration services

Key Tasks	Key Performance Indicators (KPIs)
3.1 Maintain sufficient stocks of items of stationery, envelopes, stamps, business cards, compliment slips and other consumables.	<ul style="list-style-type: none"> Adequate stationery stocks are on hand to meet the organisation's requirements. Purchasing is carried out in accordance with the Councils procurement policies.
3.2 Provide staff training where applicable.	<ul style="list-style-type: none"> Staff know how to use information systems effectively.

4. Project work

Key Tasks	Key Performance Indicators (KPIs)
4.1 Undertake project work as tasked by the Information Team Leader and other staff.	<ul style="list-style-type: none"> Project work is completed within timeframes and as per given instructions.
4.2 Undertake key long term projects, including: <ul style="list-style-type: none"> Researching, validating, digitising and/or processing property information into the EDRMS and relevant business systems Back capturing of non-digitised information sources into the EDRMS and relevant business systems. 	<ul style="list-style-type: none"> Systematic progress through electronic and physical files, meeting any relevant digitisation or metadata standards.
4.3 Assist the Information Team Leader with assessing and capturing potential archive material held by Council.	<ul style="list-style-type: none"> Material of archival value is identified, itemised and stored appropriately.

5. Other duties

Key Tasks	Key Performance Indicators (KPIs)
5.1 Other duties are undertaken as are reasonably required.	<ul style="list-style-type: none"> Other duties are completed as are reasonably required.
5.2 Demonstrate a commitment to a culture of safety and wellbeing within the Council as set out in the HDC Safety & Wellbeing Charter.	<ul style="list-style-type: none"> Actively shows support and commitment to workplace health and safety in accordance with the HDC Safety & Wellbeing Charter so that 'Everyone is Safe and Well at the End of the Day'.
5.3 Take reasonable care for own health and safety, and ensure that own acts and/or omissions do not adversely affect the health and safety of others.	<ul style="list-style-type: none"> Comply with any reasonable instruction that is given by the Council. Co-operate with any reasonable policy or procedure.
5.4 Provide organisational support as required, such as in respect of Civil Defence activities.	<ul style="list-style-type: none"> Employee participates in Civil Defence activities and events as required and as directed.
5.5 Abide by the general expectations, codes of conduct, and policies and procedures as outlined on the Hauraki District Council intranet.	<ul style="list-style-type: none"> Employee takes an active approach in familiarising themselves with HDC's policies, together with relevant plans, procedures and processes. All applicable policies and procedures are adhered to.



Key Tasks	Key Performance Indicators (KPIs)
5.6 Participate fully in organisational processes including staff meetings, Personal Performance and Development (PPD) programmes, project teams and other initiatives.	<ul style="list-style-type: none"> Employee takes an active approach in respect of organisational processes and meets expectations with regard to their role in delivering results. Staff meetings are attended, PPD programmes are undertaken, assistance is provided on project teams etc. as relevant.

Person specification details

1. Expertise

Qualifications: Full NZ Drivers' Licence
National Certificate Level 1 (NCEA Level 1)

Experience: 1 year of relevant work experience

2. Skills

Ability to learn	Shows a willingness to learn and use new processes. Readily takes up relevant training and learning opportunities and will ask questions to gain complete understanding if necessary.
Ability to organise	Has a systematic approach that leads to the successful completion of tasks and events. Has ability to programme and organise work, and keeps functional records and filing systems in order. Maintains tidy workspace and shared office space.
Customer focus	Makes customers and their needs a primary focus of their actions. Develops and sustains productive customer relationships. Understands customer service principles and practices. Presents a professional image, eg. dress code, behaviour, conduct.
Interpersonal relationships	Interacts effectively with superiors, peers and subordinates in order to advance the work of the Council. Interactions are based on respect and an appreciation for people with varying backgrounds and viewpoints.
Personal Accountability	Is self-motivating and self-managing. Follows through projects to completion. Has high standards of personal integrity and professionalism.
Quality and accuracy	Meticulous worker who seeks continuous improvement. Takes pride in presentation and standard of work and adopts a 'get it right first time' approach.
Research	Understands the value in conducting effective research and can research from relevant sources to facilitate decisionmaking.



Teamwork	Actively participates as a member of a team to move the team toward the completion of goals. Contributes actively and fully to team projects by working with colleagues collaboratively, working towards consensual solutions that enhance the output of the team. Accepts share of workload.
Time management	Demonstrates personal effectiveness by taking responsibility for getting things done in ways that balance competing needs. Meets deadlines.

3. **Knowledge**

Computer literate	<p>Demonstrates relevant levels of computer literacy and competency, with a working knowledge as follows:</p> <ul style="list-style-type: none"> • Microsoft Office (All standard suites): Intermediate • Microsoft Outlook (e-mail, calendar etc): Intermediate Level • Document Scanning / Imaging • EDRMS (Electronic Document Records Management System) • Authority • GIS Concepts
Office procedures	Good understanding of office procedures and administration including the ability to operate photocopiers, printers, e-mail etc.
Information management records and archives	Has working knowledge of, and good understanding of, best practice records and document management systems, archives management and relevant legislative requirements.
Working Knowledge: Legislation	<p>Has a demonstrated working knowledge (or can acquire that knowledge) of legislation relevant to the position and is able to apply that knowledge, particularly in relation to the:</p> <ul style="list-style-type: none"> • Public Records Act • Privacy Act • Local Government Official Information and Meetings Act • Building Act • Resource Management Act

