

# Job Description



## My Position

<b>Position:</b>	<b>Information Management Officer</b>
<b>Section:</b>	Digital Services
<b>Group:</b>	Council Operations
<b>Responsible to:</b>	Programme Leader – Information Management
<b>Job Purpose:</b>	<p>To assist the Programme Leader - Information Management in providing Council with high quality services in the following areas:</p> <ul style="list-style-type: none"><li>• Information Management Programme development and implementation</li><li>• EDRMS functional development, uptake and administration</li><li>• Maintenance of Information Management security model and metadata profile</li><li>• Increasing Digital Information Management capability across Council</li><li>• Management of Hard Copy Records and Archives</li><li>• Providing quality advice, training and education to EDRMS users that ensures efficient and effective use of the EDRMS is achieved</li><li>• Assist with information requests LGOIMA including use of E-discovery, in a timely manner</li><li>• Assist SharePoint administrator with DORIS queries</li></ul>

## Our Council

<b>Our District Vision:</b>	Thriving resilient Tasman <i>Kia manawaroa te tai o Aorere</i>
<b>Our Purpose:</b>	Delivering Public Value <i>Kia whai hua mā te marea</i>

## Our Values

We support our Vision and Purpose through living our values.

**Auahatanga – Innovation.** *I oreā te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

- We love ideas, big or small
- We deliver differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

**Kawenga – Responsibility.** *Kia ū ki te pai. Stay resolute to that which is good.*

- We honour our commitments

**Manaakitanga – Caring/ Sharing.** *Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We freely share knowledge

**Whanaungatanga – Relationships.** *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We act professionally with integrity
- We are honest and open
- We bring the right attitude to work
- Safety and wellbeing come first

- We connect, listen and involve
- We believe in collective success
- Our stories create shared meaning
- We embrace diversity
- We are kind and nurturing

## My Group

### Role of the Council Operations Group

The Council Operations Group supports the Chief Executive in their role by providing leadership, management and service delivery in several key organisational areas: information technology, governance, enterprise risk and audit assurance, procurement, health and safety, business improvement, legal services, communications and change management, people management and wellbeing.

The Group acts as a 'centre of excellence' for cross-council functions and priorities. As deputy to the, CEO the Chief Operating Officer supports the CEO's priorities and obligations to ensure the timely implementation of Council's plans that reflect Council's policies; providing efficient and effective strategic support and leadership to Council's business operations; and to fulfil the CEO's due diligence responsibilities as an 'officer.'

We achieve this by demonstrating the principles of Te Tiriti, investing wisely in infrastructure, people, and tools and by respecting, supporting, and enabling others. Our systems, oversight and advice empowers our Council and our communities to make wise and enduring decisions.

## My Key Result Areas

### My Priorities

What am I supposed to do?	How well am I supposed to do it?
<b>IS Strategic Work Programme</b> <ul style="list-style-type: none"> <li>• Assist with the development and review of the IM future strategy, policy and procedures.</li> <li>• Assist with delivery of IM projects that integrate with Council's EDRMS.</li> <li>• Provide support and advice on digitisation and digital improvement projects.</li> </ul>	<b>IS Strategic Work Programme</b> <ul style="list-style-type: none"> <li>• Council's Digital Strategy has robust records/information management principles.</li> <li>• Council projects and initiatives demonstrate good records/information management practice – creating and maintaining appropriate records.</li> <li>• Opportunities for increased migration to digital systems and improvements to digital systems are identified and championed.</li> </ul>
<b>Information Management</b> <ul style="list-style-type: none"> <li>• Provide specialist advice on good practice and support to Council's ongoing compliance framework.</li> <li>• Assist with the continual development and improvement of information management skills and capability across Council staff.</li> </ul>	<b>Information Management</b> <ul style="list-style-type: none"> <li>• Awareness of the importance of good records/information management is evident across the organisation.</li> <li>• Council staff have a basic understanding of good Information Management practice and practice this.</li> </ul>
<b>EDRMS Administration</b> <ul style="list-style-type: none"> <li>• Assist Programme Leader - IM with development, maintenance and support of EDRMS.</li> <li>• Assist with the development and implementation of EDRMS system additions, improvements and integrations with other business systems.</li> <li>• Manage the requests for change and updates to the EDRMS file plan, metadata profile, and security model.</li> <li>• Provide support and training in the use of EDRMS and provide refresher sessions as required.</li> <li>• Assist with Retention Disposal and other EDRMS compliance processes.</li> </ul>	<b>EDRMS Administration</b> <ul style="list-style-type: none"> <li>• Uptake and implementation of the EDRMS is evident, managed and increasing in accord with the project implementation plan.</li> <li>• Changes and additions to the file plan and/or metadata profile/security models are evident and made in a timely fashion, whilst maintaining the integrity of the development and implementation principles.</li> <li>• Deliver training sessions in the use of EDRMS to new starters at Council and provide refresher sessions if needed.</li> </ul>

<ul style="list-style-type: none"> <li>Analyse EDRMS usage reports for audit and compliance.</li> <li>Analyse business processes that interact with EDRMS content and identify and advise improvement</li> <li>Provide Level 2 support for EDRMS by working with the SharePoint administrators to assist team with their areas in SharePoint and IM related queries</li> </ul>	<ul style="list-style-type: none"> <li>Usability improvements and system integrations are evident and successfully implemented as part of the IS Work Programme.</li> <li>Team and Group document sets and processes are migrated from shared drives and other network spaces into the EDRMS.</li> <li>Teams have the capability and confidence to save documents to the EDRMS.</li> <li>Records and documents are managed, including retention and disposal decisions across the information lifecycle, and in accordance with legislative requirements.</li> <li>System and user reports are generated and analysed to give thorough and meaningful feedback on the use and uptake of the system across the organisation.</li> <li>EDRMS errors are resolved in a timely manner or escalated to Level 3 support.</li> </ul>
<b>Records Management</b> <ul style="list-style-type: none"> <li>Assist with the management and maintenance of Council's hard copy files and records as required.</li> <li>Assist with management and maintenance of Council's on and off-site records storage facilities as required.</li> <li>Records are accurately catalogued and prepped for shipment to our offsite storage provider.</li> <li>Assist with scanning projects and the scanning of other documents as required.</li> <li>Have input into Council Records and Archives policies as required.</li> <li>Assist with information requests and LGOIMA's when required. Tasks can include <ul style="list-style-type: none"> <li>Doing E-discovery search of the Council's email</li> <li>Record search of offsite and onsite records</li> <li>Admin search of SharePoint for any related files</li> </ul> </li> </ul>	<b>Records Management</b> <ul style="list-style-type: none"> <li>Hard copy files and records are regularly maintained, up-to-date, and accessible when required.</li> <li>Current and non-current files are refiled correctly, and repositories are kept tidy.</li> <li>All required documents are scanned and quality checked prior to being saved in the appropriate place or are distributed accordingly.</li> <li>Scanned files are prepared, categorised, scanned and uploaded into document management system (SharePoint) correctly, and with appropriate metadata as per specifications.</li> <li>Council Records and Archives policies are accurate and up to date.</li> </ul>
<b>Archives Management</b> <ul style="list-style-type: none"> <li>Assist with the management and maintenance of Council's archive as required.</li> <li>Assist with archival research and access requests as required.</li> </ul>	<b>Archives Management</b> <ul style="list-style-type: none"> <li>Council's archive store is managed as per archival standards for storage and atmospheric controls.</li> <li>Requests for access to archives are actioned with appropriate priority and timeliness.</li> </ul>

My Contribution	
<b>countability</b>	<ul style="list-style-type: none"> <li>I take responsibility for my performance, decisions and actions and how these impact on others.</li> <li>I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it.</li> <li>I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable.</li> <li>I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>I focus on the needs of our customers and provide all of them with outstanding service.</li> <li>I treat all people with respect, and I deliver on the commitments I make.</li> <li>My actions are fair and build trust with my colleagues, customers and our community.</li> </ul>
<b>Relationship Building</b>	<ul style="list-style-type: none"> <li>I build and maintain genuine relationships with my colleagues, customers and our community.</li> <li>I actively listen to others and am supportive, friendly and helpful.</li> <li>I respect all cultures and act in ways that make others feel included and valued.</li> </ul>

<b>Resilience &amp; Adaptability</b> <ul style="list-style-type: none"> <li>• I support new ways of working and are able to be flexible and calm when facing change or difficult situations.</li> <li>• I am digitally confident and participant in opportunities to learn how to apply digital business technology and tools to my work.</li> <li>• I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.</li> </ul>
<b>Motivation &amp; Drive</b> <ul style="list-style-type: none"> <li>• I take responsibility for my own learning and development and welcome feedback to improve my performance.</li> <li>• I effectively plan, manage and prioritise my work and deliver it on time.</li> <li>• I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.</li> </ul>
<b>Collaboration &amp; Inclusion</b> <ul style="list-style-type: none"> <li>• I actively contribute to the achievement of team goals and objectives.</li> <li>• I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.</li> </ul>
<b>Civil Defence Emergency Management</b> <ul style="list-style-type: none"> <li>• I provide assistance and support during civil defence / emergency management activities.</li> <li>• I participate in civil defence and emergency management training.</li> </ul>
<b>Working within te ao Māori</b> <ul style="list-style-type: none"> <li>• I have the appropriate level of knowledge and understanding of the principles and application of Te Tiriti o Waitangi for my role.</li> <li>• I have the appropriate level of knowledge of Tikanga Māori (customs and practices) and Te Reo Māori (Māori language) for my role.</li> <li>• I have the appropriate level of knowledge of Council's engagement protocols with the whānau, hapū and iwi of te Taihū for my role.</li> <li>• I foster a culturally inclusive environment by actively engaging with and respecting Māori perspectives and practices in my work.</li> </ul>

## My Delegations

I have no staff or financial responsibilities. However, the Council may from time to time delegate to me specified powers and duties which I must exercise with due care and diligence.

## My Competencies

### My Qualifications and Experience:

#### Essential

- Previous Information Management or Records experience
- Previous experience with Electronic Document and Records Management Systems (EDRMS)
- Well-developed problem solving and analytical skills with the ability to apply attention to detail, with a focus on alignment to business processes, thoroughness and accuracy
- High level of digitally literacy, particularly with document and information management technologies such as Microsoft Office and Office 365, Adobe Acrobat and similar systems and software
- Competent with modern office print, copy and scanning technology
- Full and clean driver's license
- Ability to use a ladder and carry archive boxes
- Management of Hard Copy Records and Archives

#### Desirable

- A working knowledge of the relevant statutes, regulations and procedures pertaining to record management and other local government records procedures
- Experience in providing training to others
- Experience in applying the ALGIM (Association of Local Government Information Management) retention and disposal schedule
- Previous experience of SharePoint

**My Personal  
Attributes:**

- A pleasant outgoing manner with good organisational skills
- Well-developed written and verbal communication skills
- An ability to relate to, motivate and work with a wide range of people and a proven commitment to quality customer service and teamwork
- A desire to, and experience in, working collaboratively
- Able to work with minimum supervision and remain motivated and an active team member
- Ability to work accurately and logically under pressure to meet deadlines
- Adaptable to new office technologies
- Initiative and good judgement skills

## My Agreement

**My Name:** .....

**My Signature:** .....

**Date:** .....