



## Position Description – Information Operations Specialist

**This position reports to:** Information Manager

**Career Level:** 13

### Position purpose:

As a member of the Information Management Team, the Information Operations Specialist is responsible for establishing and embedding consistent, fit-for-purpose information management practices across Council. The role ensures compliance with the Public Records Act, reduces information-related risk, and supports effective management of Council information in an increasingly digital environment. The position contributes to stronger accountability, improved information quality, and enhanced organisational capability.

### The key areas of responsibility include;

#### Information Governance & Standards

- Lead information governance across Council by developing, maintaining, and enforcing standards, frameworks, and policies for information creation, management, retention, and disposal.
- Ensure information governance practices are aligned with legislative obligations, organisational risks, and Council strategy.
- Act as the subject-matter expert on information governance and best practice.

#### Public Records Act Compliance

- Ensure Council meets its obligations under the Public Records Act, including approved retention and disposal authorities.
- Oversee and support consistent, documented retention and disposal practices across all business units.  
Monitor compliance, identify gaps, and recommend corrective actions where required.
- Maintain evidence and assurance of compliance for audit and accountability purposes.

#### Process Improvement & Risk Reduction

- Identify and implement process improvements that reduce manual effort, improve information quality, and lower information risk.
- Simplify and modernise information management practices to support digital service delivery.
- Shift the focus from transactional processing to proactive information risk management

#### Capability Building & Engagement

- Provide guidance, advice, and training to staff and leaders on information management obligations and best practice.
- Support business units to understand and apply governance requirements in day-to-day operations.
- Build a strong culture of accountability for information as a corporate asset

#### Strategic Enablement

- Enable Council to manage the increasing complexity of digital information through clear governance and practical controls.
- Work collaboratively with ICT, Legal, Risk, and business leaders to embed information governance into systems, projects, and service design.
- Free senior leadership from day-to-day operational issues by owning continuous improvement within the information management function.

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Be brave – think differently

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**Direct reports:** Nil

**Indirect reports:** Nil

## Deliverables

### Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required
- Stay up to date with legislation and practices as appropriate to role
- Understand the intent/ethos of local government and the services provided by other parts of the Council
- Stay informed of organisational activities and decisions through being attentive to communications
- Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

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### Performance

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

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### People & Culture

- Act in ways that align with and promote Council values
- 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 Community Boards and Elected Members (as required for role)

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### Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner 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 Selwyn District Council policies and processes.

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 Selwyn  
DISTRICT COUNCIL

**Emergency  
Management  
requirements for all  
Council Staff**

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond 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 to do so.
- Participate in any required Civil Defence exercises to ensure that essential services are maintained.

## Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

## Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Proven experience (5+years) in Information Management, records management or information governance</li> <li>• Proven experience in advising business units on information management obligations and best practice</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in a local/central government environment</li> <li>• Experience working with Legal, Privacy and risk functions</li> </ul>

## Key relationships

External	Internal	Committees/groups
Council customers Selwyn residents External contractors Territorial and Regional Authorities Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC) Non-government agencies	Chief Executive Executive Leadership Team Council staff Mayor Elected Councillors Elected Community Board Members	Committees of Council Business organisations and networks Special interest groups and committees

## Individual Contributor Competencies



**Eats problems for breakfast.** When faced with a new situation or setback, uses initiative and takes appropriate action.



**Does Change Well.** Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



**Builds Togetherness.** Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



**Rocks the messaging.** Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



**Tackles the tough stuff.** Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



**Delivers the goods.** Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



**Brings out the best.** Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



**Sets the tone.** Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

## Education, Qualifications, Memberships

Essential	Desirable
<ul style="list-style-type: none"> <li>Relevant tertiary qualification in Information Management, Records Management/Archives, Information Studies, Public Administration</li> </ul>	

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.