

## Information Management Assistant

Effectively manage the preparation, scanning and quality assurance checks of property file documents to ensure appropriate record keeping in association with the Digitisation Project.

### Our Tikanga

#### **Whanaungatanga**

*(fostering relationships and a sense of connection)*

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

#### **Manaakitanga**

*(showing respect and care for others, hospitality, kindness and support)*

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

#### **Kotahitanga**

*(unity, solidarity, togetherness and collective action)*

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

#### **Atawhaitanga**

*(protection, stewardship, trust and a responsibility for long term outcomes)*

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

### Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Information Management Assistant – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

## What you will do

- Ensure paper files are placed into specific categories according to the project specifications.
- Ensure damaged documents are adequately repaired before scanning.
- Ensure data is available in the system in preparation for scan processing.
- Create accurate separator sheets (or barcodes) from the system and allocate to the appropriate document category.
- Ensure documents are placed into batches for scanning and plans are titled and prepared according to project specifications.
- Work collaboratively with team members to ensure queries are resolved and handovers are concise and effective.
- Select batches and plans for scanning according to appropriate priority levels.
- Check accurate batch titling and ensure correct box number is allocated.
- Feed documents through scanners ensuring appropriate profiling and a high quality scan of the originals.
- Ensures that Large Format Plans are checked against all quality control measures and are saved to the correct location.
- Operate equipment with care including cleaning and calibration where required.
- Check scanned images against original paper documents to ensure all quality control measures are met.
- Re-scan and/or digitally correct images which do not meet quality control guidelines.
- Work collaboratively with quality control team members to ensure appropriate fixes.
- Ensure correct capturing of information from scanned bar-code separator pages.
- Enter accurate titles for plans.
- Check selected batches and associated plans against QA audit guidelines.
- Report audit results to Team Leader as required.
- Transfer scanned files using software and processes to upload.

## What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

## Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

## Health and safety

- Accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

## What you will bring

- Good analytical skills and innovative thinking.
- Proven computer skills.
- Effective communication skills, both oral and written essential.
- Strong customer focus and commitment.
- Demonstrated initiative and good judgement skills.
- Proven ability to learn technical information across a range of subjects.
- High level of accuracy.

# Additional Information

Financial responsibilities – Nil

Position Grade – Grade 8

Organisation Chart – see below

