Information Management Specialist

Responsible for providing expertise around Council's Information Management and Data Governance functions, ensuring compliance with legislative requirements and best practice standards. Driving effective management of information as a strategic asset through governance, lifecycle management, stakeholder engagement, capability building, and providing support for digital transformation initiatives.

Our Organisational 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)

- 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 Specialist – 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

- Lead the development, implementation and continuous improvement of Council's Information Management frameworks, policies, standards, practices and tools.
- Maintain expert knowledge of relevant NZ legislation governing information and records management.
- Provide specialist advice across Council on matters related to Information Management and Data Governance.
- Work with ICT Leadership to ensure Council meets its information obligations under relevant legislation, standards and regulatory requirements, including the Public Records Act, Privacy Act and Archives New Zealand requirements.
- Develop and deliver Information Management strategies, roadmaps and improvement initiatives that support Council's strategic objectives.
- Promote information as a strategic asset by improving governance, ownership, quality, accessibility, retention and disposal practices.
- Work collaboratively with ICT teams, departmental stakeholders and project teams to embed Information Management requirements into systems, processes and digital transformation initiatives.
- Enhance organisational capability around information management through training, coaching, awareness programmes and practical guidance.
- Lead and support information lifecycle activities including classification, retention, disposal, metadata and information architecture practices.
- Establish and maintain effective working relationships across Council providing practical advice that enables informed decision-making.
- Mentor, support and assist members of the Information Management team.

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

- Tertiary level qualification with an element of information and records management
- Five to seven years experience in Information Management, Information Governance or Records Management within a complex organisation
- Experience and understanding of Information Management and Data Governance related legislation, standards and best practice models.
- Proven experience developing and implementing Information Management frameworks, policies, standards and organisational practices.
- Strong understanding of information lifecycle management, including classification, retention, disposal, metadata and digital information environments.

- Experience working with information platforms such as Microsoft 365, SharePoint and enterprise business systems.
- Excellent verbal and written communication skills, including the ability to convey technical information without 'jargon'.
- Ability to develop strong working relationships across the business that aid effective collaboration
- Ability to think critically and develop pragmatic solutions to problems.
- Adaptable to the changing needs of council including requirement to work beyond information management function.
- Ability and desire to work in a way that is consistent with our organisational tikanga

Additional Information

Financial responsibilities – Nil

Position Grade – TBC

Organisation Chart – see below

