



# Position Description

## Position Details

<b>Position Title</b>	<b>Information Services Manager</b>
<b>Responsible To</b>	Group Manager, Finance & Corporate Services
<b>Employment Type</b>	Permanent, Full-time
<b>Hours of work</b>	40 hours per week, Monday to Friday
<b>Location</b>	Kawerau

## Position Purpose

To provide leadership in all aspects of information and systems management, including strategic development for Kawerau District Council. Providing day to day IT services for the organisation. To develop information services and technology to ensure that customer needs are met. To ensure the operational efficiency of the technology environment and information systems and processes. To develop/update the IS strategy, which is aligned to Council's technology environment. To provide a records management system that meets customer needs and complies with the relevant legal requirements.

## Council's Vision

To create a resilient and sustainable Kawerau District that can meet the needs of the future.

## Internal and External Relationships

### Internal Relationships

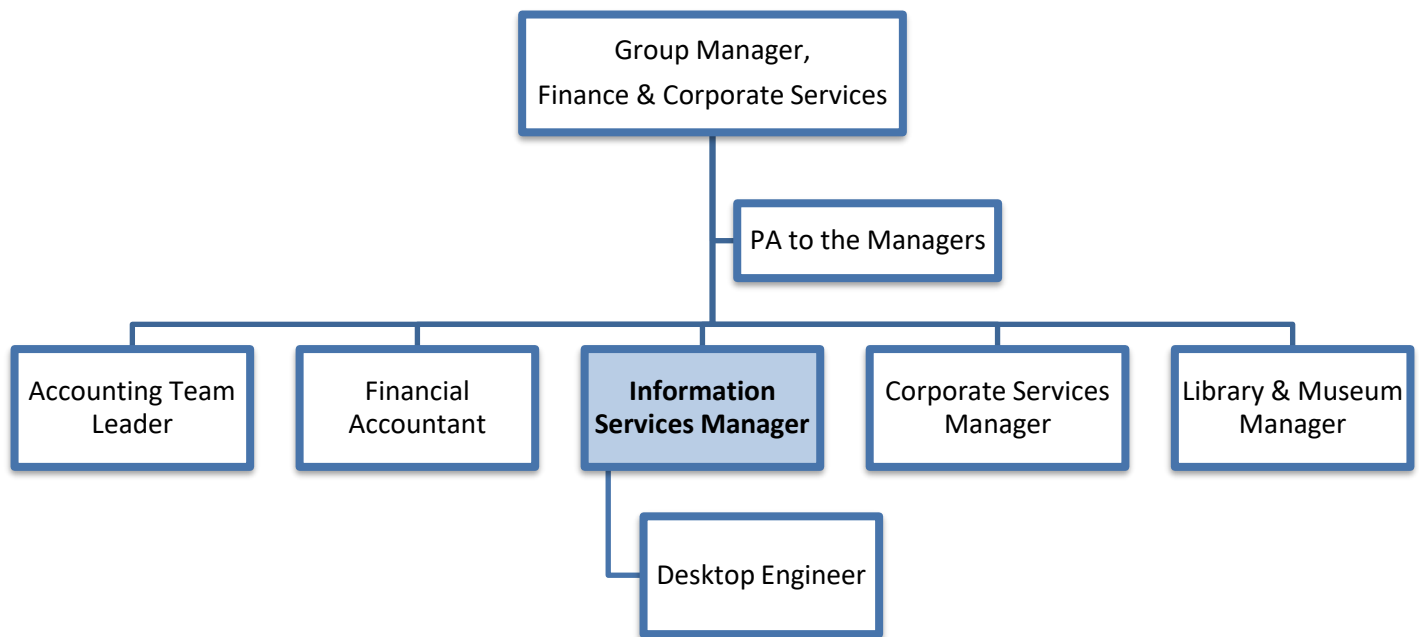
- CEO & Senior Leadership Team
- All Council Staff
- Elected Members

### External Relationships

- Suppliers, Auditors & Consultants
- Local & Central Government Agencies

**Kawerau District Council operates a Drug and Alcohol Policy, which includes pre-employment, random, post-accident/incident and reasonable grounds testing.**

# Organisation Structure



## Key Responsibilities

Key Accountabilities (Jobholder is responsible for)	Key Accountability Measures (Jobholder is successful when)
<b>INFORMATION TECHNOLOGY</b>	
<ul style="list-style-type: none"> <li>Council's technology environment is fit for purpose, well maintained, stable, accessible and secure.</li> <li>Analysing IT issues and finding practical customer focused solutions.</li> </ul>	<ul style="list-style-type: none"> <li>No significant downtime results from lack of maintenance or security issues.</li> <li>Releases and patches are tested and loaded to "Live" databases within 3 days of being available.</li> <li>Service delivery and support is effective and efficient across the technology environment and meets the needs of the Council.</li> </ul>
<b>COLLABORATION AND RELATIONSHIP BUILDING</b>	
<ul style="list-style-type: none"> <li>Work across departments to align IT initiatives with organisational goals.</li> <li>Relationship Building Capability</li> <li>Resilient and able to display empathy for the user experience, and team well-being.</li> <li>Ability to work effectively with others through the development of strong working relationships.</li> <li>Work collaboratively, as a team player, with customers, vendors and stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Organisational and departmental IT goals and initiatives are identified and these support the achievement of organisational goals.</li> <li>The importance of establishing and maintaining excellent working relationships across KDC is recognised and valued.</li> <li>Trust is built with stakeholders and customers.</li> </ul>

Key Accountabilities (Jobholder is responsible for)	Key Accountability Measures (Jobholder is successful when)
	<ul style="list-style-type: none"> <li>• IT Vendors are managed, and best practice service is delivered.</li> <li>• A culture of collaboration and adaptability is fostered and supported.</li> <li>• Any conflicts are handled professionally and respectfully.</li> </ul>
<b>IT STRATEGY</b>	
<p>Develop an Information Management Strategy and policies to ensure records and data management supports the Council's digital blueprint, and complies with all key relevant legislation, and related Council policies and procedures are developed and implemented.</p>	<ul style="list-style-type: none"> <li>• Strategies and policies are established and implemented.</li> <li>• System performance and disaster recovery strategies reviewed and maintained regularly to meet requirements.</li> <li>• No serious problems identified by periodic system audits.</li> </ul>
<b>USER SUPPORT &amp; CUSTOMER SERVICE</b>	
<ul style="list-style-type: none"> <li>• The delivery of robust IT systems/ information/data as required by key stakeholders.</li> <li>• Providing a customer focused approach, delivering excellent service.</li> <li>• Providing/managing the necessary support to users in a timely manner.</li> <li>• Providing the highest possible standard of service to all customers, both internal and external.</li> <li>• Responding to customer enquiries and concerns promptly and provide accurate and relevant information to customers.</li> </ul>	<ul style="list-style-type: none"> <li>• No justified complaints received from users.</li> <li>• Customer's needs are understood and acted on appropriately.</li> <li>• Response times are reasonable, and users are able to perform their functions.</li> <li>• Communication is prompt, helpful and accurate.</li> <li>• Customers are assisted with complaints, guided as needed, and provided with relevant information.</li> <li>• iHub requests are responded to, and assistance provided, within specified timeframes.</li> </ul>
<b>RECORDS MANAGEMENT</b>	
<ul style="list-style-type: none"> <li>• Manage Council's records systems in accordance with legislation.</li> <li>• Provide/manage electronic record management system(s) (ERMS).</li> </ul>	<ul style="list-style-type: none"> <li>• Council records are managed in accordance with legislation.</li> <li>• Council has an ERMS in place and staff are trained in its use.</li> </ul>
<b>CELLPHONE/TELEPHONE SYSTEM</b>	
<ul style="list-style-type: none"> <li>• Manage Council's telephone system and the phone needs for employees.</li> <li>• Manage the cell phone needs for the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• The phone system is well managed, and staff have the right phones for their work needs.</li> <li>• Council is on the most cost effect "package" for its needs.</li> </ul>

Key Accountabilities (Jobholder is responsible for)	Key Accountability Measures (Jobholder is successful when)
	<ul style="list-style-type: none"> <li>Cell phones are provided as required.</li> </ul>
<b>WEBSITE</b>	
Manage and update Kawerau District Council's website and Intranet as required.	<ul style="list-style-type: none"> <li>Actively monitors to ensure that all additions and updates are dealt with in a timely manner.</li> <li>Website meets users' needs in terms of information and ability to do.</li> </ul>
<b>PEOPLE MANAGEMENT</b>	
<ul style="list-style-type: none"> <li>Oversee and direct day-to-day workload and responsibilities of direct reports.</li> <li>Coach and mentor team members for growth.</li> <li>Lead, motivate, train, inspire, and encourage staff to optimise the efficient use of their talent.</li> </ul>	<ul style="list-style-type: none"> <li>Key Performance Indicators and performance management plans are in place if required, and poor performance is managed.</li> <li>Supervised staff either improve or continue with expected levels of performance, growth and continuous improvement.</li> <li>Employees within the team are trained and are mentored and coached to perform to high standards.</li> </ul>
<b>HEALTH &amp; SAFETY</b>	
<ul style="list-style-type: none"> <li>Takes all practicable steps to ensure personal safety and not cause harm to any other person by personal actions.</li> <li>Demonstrates a personal commitment to Health and Safety in accordance with Council's Health and Safety Policy.</li> <li>Actively contributes to a healthy culture of manaakitanga (respect, generosity, and care).</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are identified and control measures followed.</li> <li>Work-related accidents, incidents and illnesses are reported.</li> <li>Emergency procedures are followed.</li> <li>Safe work practices are demonstrated.</li> <li>Participation in emergency drills and incidents as required.</li> </ul>
<b>GENERAL</b>	
<ul style="list-style-type: none"> <li>Participate in the organisation's Personal Performance and Development Programme (PPD).</li> <li>Participate in the organisation's business improvement programme.</li> <li>Participate in Council's Civil Defence response teams.</li> <li>Carry out any other relevant duties as reasonably required.</li> </ul>	<ul style="list-style-type: none"> <li>Unbiased and empowering PPDs completed with supervisor and reporting staff.</li> <li>Consistent attendance at and participation in Team meetings.</li> <li>Participate in Civil Defence training and events.</li> <li>Willingly accept tasks assigned and meet agreed deadlines.</li> </ul>

# Person Specification

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## **Technical / Professional Qualifications / Experience**

- A degree level IT qualification.
- Experience in local government (desirable, but not essential).
- Driver's License.

## **Knowledge / Skills / Attributes**

- A sound knowledge of IT systems and networks.
- Awareness of technical developments/directions in computing and communications.
- Well-developed analytical and problem-solving skills.
- Well-developed interpersonal skills and the ability to represent the Kawerau District Council's viewpoint in a professional and conciliatory manner.
- A customer-centric approach.
- Top quality public relations attitude towards Customers, Elected Members and Staff.
- An absolute commitment to total customer service.
- A high degree of personal and professional integrity.
- Confidence and ability in dealing effectively with difficult situations.
- Clear written and verbal communication for reports, presentations and meetings.
- Capable of working with and through other people at different levels of the organisation to achieve results.
- Ability to work independently and from own initiative.
- Strong time management and personal organisational skills.
- Ability to contribute as a team player.