

OUR PURPOSE

“To partner the community in promoting the wellbeing of the Waipa District and its people”

As the ‘Home of Champions’, Waipa District Council pursues excellence in all we do. We are proud of the facilities we offer and the people we serve. We take immense pride in our achievements, having fun and celebrating success. We place great importance on customer satisfaction and the ‘can do’ attitude of our staff in providing the best possible service to our customers. We are committed to the ongoing learning and development of our staff, inspiring people to exceed expectations.

Position Title: Information Management Supervisor

Responsible To: Manager Information Services

Location: The jobholder is expected to be mobile between the two Council offices, based in either Te Awamutu or Cambridge

Direct Reports: Information Management Officers

Delegations: In accordance with Council’s Delegations Register

Primary Objective:

To manage the Information Management team to ensure that information is received, recorded, distributed and stored in a manner that enables all users appropriate and timely access to information while meeting all legislative requirements.

Job Specific Responsibilities

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AREA OF FOCUS (KRA)	KEY ACTIVITIES (Tasks/Responsibilities)	OUTCOME (KPI's)
Performance and Service Delivery	<ul style="list-style-type: none"> Oversee workflow and ensure services are provided within agreed timeframes. Execute business plan. Information sharing, ensuring a two-way flow of information. Contribute by identifying best practice methodologies and execute business excellence initiatives. Manage team performance focus with a collaborative approach across the organisation. Ensure consumables are available as necessary. Ensure Information Delivery team work within legislative requirements. 	<ul style="list-style-type: none"> To be agreed.
Software Application	<ul style="list-style-type: none"> Ensure ongoing development of EDRMS best practice across organisation. Research and understand implications of upgrades. 	<ul style="list-style-type: none"> To be agreed.
Information Management	<ul style="list-style-type: none"> Manage Council information stores including responsibility for application of relevant legislation; active, archives, and offsite information; destruction requirements and future planning. Facilitate and supervise supply of information to users, both internal and external, of current and historical information. Co-ordinate and supervise tender process ensuring integrity is maintained at all times. 	<ul style="list-style-type: none"> To be agreed.
Team Supervision	<ul style="list-style-type: none"> Make a proactive contribution to Waipa District Council. Ensure team performance through effective HR team management including recruitment, performance development review, training and development. Provide a work environment where staff feel valued and are developed to meet the needs of the organisation (both present and future). Model personal work-life balance and encourage in team culture. 	<ul style="list-style-type: none"> To be agreed.
Provision of other related duties within capability, as assigned by Manager	<ul style="list-style-type: none"> Participate in ad hoc projects and tasks as requested. 	<ul style="list-style-type: none"> All duties completed in a professional manner.

Generic Responsibilities

AREA OF FOCUS (KRA - All Staff)	KEY ACTIVITIES (Tasks/Responsibilities)	OUTCOME (KPI's)
Documentation and Communication	<ul style="list-style-type: none"> • Ensure a professional standard of documentation and communication. • Ensure written departmental procedures are kept up-to-date and accurate. • Ensure all project plans include a communications plan. • Ensure all documentation (both electronic and paper records) are compliant with the Public Records Act 2005. 	<ul style="list-style-type: none"> • All communication, both written and verbal is clear, accurate, concise and respectful in manner. • Language used is appropriate for intended recipients of information.
Relationship Management	<ul style="list-style-type: none"> • Maintains effective relationships with members of Waipa District Council team and all stakeholders. • Understands the wider environment in which the Waipa District Council operates and makes linkages to other areas as appropriate. 	<ul style="list-style-type: none"> • Forms and maintains collaborative relationships with stakeholders. • Builds effective networks. • Clear, timely and engaging communication resulting in active stakeholder interest, involvement and support.
Customer Service	<ul style="list-style-type: none"> • Creates a strong customer service attitude within the team. • Deliver services in a timely, responsive and appropriate manner. 	<ul style="list-style-type: none"> • Actively demonstrates a 'can do, will do' attitude, evidenced by customer feedback.
Working Safely	<ul style="list-style-type: none"> • Take responsibility for personal wellbeing and health management within the workplace. • Encourage and coach other employees to take responsibility for, and work in keeping with, best practice standards for their own wellbeing and the safety of others. • Hazards are identified, control plans documented and hazards eliminated, minimised or isolated. • Emergency management procedures, and any compliance education and training are completed. • Ensure all accidents and incidents are accurately reported. 	<ul style="list-style-type: none"> • Work practices demonstrate safety for self and others. • Complies with all health and safety policies, requirements and reporting. • Compliance with the Health & Safety in Employment Act 1992 and amendments.
Quality Improvement	<ul style="list-style-type: none"> • Strives for excellence in all aspects of work. • Assist to drive a shared vision of Waipa District Council as a centre of excellence. • Consistently review systems and procedures to ensure the company's information needs are met. 	<ul style="list-style-type: none"> • Areas of strength and improvement are identified and addressed. • Ensure a high standard of personal presentation and professional interaction at all times.
Professional Development	<ul style="list-style-type: none"> • Participate in professional development opportunities that increase awareness, knowledge, and skills relevant to the job. • Share knowledge gained from professional development experiences with peers. • Build and maintain a current knowledge of relevant issues, trends and practices (through regular updating of key journals, websites and centres of expertise). 	<ul style="list-style-type: none"> • Has clearly defined areas of expertise that are up-to-date. • Knowledge in current landscape of area of expertise.
Team Contribution	<ul style="list-style-type: none"> • Participate and collaborate as a member of the team. • Value individual effort, innovation and creativity. 	<ul style="list-style-type: none"> • Individual responsibilities, actions and contributions enhance the success of the team.
Social Responsibility	<ul style="list-style-type: none"> • Demonstrate the organisation's community work ethic. • Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and being mindful of the cultural diversity of the community. • Assist with the Council's Civil Defence function 	<ul style="list-style-type: none"> • Participate in a community project one day per year. • Demonstrates behaviour that recognises and is consistent with equity principles and practices. • Participate in Civil Defence as required.

Core Skills and Attributes

<ul style="list-style-type: none"> • Appropriate level of verbal, written and presentation skills. • Ability and willingness to learn and take on new tasks and ideas. • Can listen to and understand others points of view, issues, concerns and respond appropriately. • Relevant level of MS Word, Excel, Outlook skills. • Demonstrate good initiative and judgement. • Effectively use time and resources. 	<ul style="list-style-type: none"> • Demonstrates honesty, integrity, fairness and respect. • Good standard of personal presentation. • Contribute positively and proactively to the team. • Effectively manage work-related problems, pressure and stressors. • Provide excellent customer service. • Willing to ask for help when needed. • Have a 'Can Do', 'Will Do' attitude.
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Person Specification

	Essential	Preferred
Education	<ul style="list-style-type: none"> • Under-graduate diploma and/or technical certificate or equivalent level of learning through related work experience. • Understanding of intent and application of relevant legislation/standards. 	
Knowledge	<ul style="list-style-type: none"> • Working knowledge of Microsoft Office suite, including Word and Excel and PowerPoint. • Technical expert. 	<ul style="list-style-type: none"> • Knowledge of TRIM EDRMS system. • Knowledge of the Local Government sector.
Skills	<ul style="list-style-type: none"> • Good communicator. • Operational organising. • Team leadership, mentoring and performance management. • Effective decision maker. • Conflict resolution skills. 	
Attributes	<ul style="list-style-type: none"> • Operational thinker. • Results focussed. • Effective decision maker. • Team player. • Customer focus. • Initiative. • Self motivated. 	
Physical	<ul style="list-style-type: none"> • Able to work at a computer for long periods of time. 	

Values

W	We have a Can Do Attitude and Own What We Do
A	Are Honest, Act with Integrity and Care for our People
I	Inspire People to Exceed Expectations
P	Pursue Excellence in all We Do
A	

Competencies

VALUE	COMPETENCY	DESCRIPTION
WE HAVE A CAN DO ATTITUDE AND OWN WHAT WE DO	Information Seeking	<ul style="list-style-type: none"> Having a desire and seeking to know more about things, people or issues. Looking at things in depth rather than face value. Being fully informed.
	Initiative	<ul style="list-style-type: none"> Finding or creating new opportunities. Taking action. Doing more than is expected or required in the job.
	Self Confidence	<ul style="list-style-type: none"> Believing in own capability to accomplish a task. Taking ownership and responsibility for decisions. Dealing with challenges constructively.
	Vision	<ul style="list-style-type: none"> Having a clear sense of purpose and goals to focus and drive creative energy.
ARE HONEST, ACT WITH INTEGRITY AND CARE FOR OUR PEOPLE	Integrity	<ul style="list-style-type: none"> Upholding fairness and ethics in words and actions.
	Honesty	<ul style="list-style-type: none"> Being truthful and sincere.
	Commitment to Active Communication	<ul style="list-style-type: none"> Listening to others views. Sharing and receiving information and ideas in a clear and concise manner.
	Organisational Awareness	<ul style="list-style-type: none"> Understanding Council's structure goals and processes. Understanding Council's internal and external relationships, and its position in the wider community.
	Resilience	<ul style="list-style-type: none"> Effectively and proactively identifying and managing work-related problems, pressure and stressors in a professional manner.
	Fairness	<ul style="list-style-type: none"> Being reasonable, just and caring.
INSPIRE PEOPLE TO EXCEED EXPECTATIONS	Coaching and Developing Self & Others	<ul style="list-style-type: none"> Providing feedback and support to others. Advising, assisting and mentoring. Encouraging and inspiring others in their work and development.
	Impact and Influence	<ul style="list-style-type: none"> Persuading, convincing and influencing others to adopt a course of action.
	Interpersonal Understanding	<ul style="list-style-type: none"> Wanting to understand other people's work styles. Hearing and understanding the unspoken or partly expressed thoughts, feelings and concerns of others.
PURSUE EXCELLENCE IN ALL WE DO	Customer Service Orientation	<ul style="list-style-type: none"> Focusing on providing satisfaction to others. Positive, respectful and professional interactions. Matching own services to meet others' needs. Making self available to others.
	Achievement Orientation	<ul style="list-style-type: none"> Being committed to achieving quality results. Focusing on a standard of excellence. Improving personal performance, reaching goals.
AND WE HAVE FUN AND CELEBRATE SUCCESS	Teamwork and Co-operation	<ul style="list-style-type: none"> Working cooperatively with others. Being part of a team, working together to achieve goals. Looking out for each other.
	Relationship Building	<ul style="list-style-type: none"> Building and maintaining positive and professional relationships with people within and external to Council. Acting professionally at all times.
	Enjoying work	<ul style="list-style-type: none"> Recognising and celebrating the achievements of others. Ensuring that work is a fun place to be for all.

Sign Off and Changes to Job Description

This job description and the outcomes may be reviewed as part of the annual performance development review process.

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment, including technological or statutory changes.

APPROVED BY

Employee: _____ Date: _____

Department Manager: _____ Date: _____

Chief Executive: _____ Date: _____
(for Department Manager level or above)