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New Zealand
Security Intelligence
Service
Te Pā Whakamarumarū

POSITION DESCRIPTION

Information Management Team Leader

Unit/Branch, Directorate: Capability Directorate

Location: Wellington

Direct reports: Yes

Salary range: H \$77,711 - \$116,567

Purpose of position:

The purpose of the Information Management Team Leader (IMTL) role is to provide information, records and data management advice and services; including ongoing development and implementation of NZSIS information, records and data management strategy, policy, processes and systems.

The IMTL will draw on their subject matter expertise to both advise and guide NZSIS managers and staff on best practice information and data management and integration, and lead/coach/support their team's delivery against volume and quality targets.

This position is also responsible for providing leadership and technical guidance to direct reports including effective management of their development and performance.

Our mission at the NZSIS is to keep New Zealand and New Zealanders safe and secure

Our values are Collaborative, Courageous, Positive, Driven and Self-aware

Capability Directorate purpose:

The Capability Directorate is charged with ensuring the NZSIS *stays ahead of the curve* through smart investment of products and services and to strategically think about the requirements of the future. We support the implementation of the NZSIS Operational Strategy by assisting the Service to identify and develop organisational capabilities that meet today's needs and position the NZSIS to achieve our goals into the future. Our core focus is on partnering with, and supporting, internal customers. We take a 'one agency' approach. We're not successful unless the whole NZSIS is successful.

Our mission: Delivery for today. Preparing for tomorrow.

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Key accountabilities	Deliverables/Outcomes
<p>Leadership and people management</p>	<ul style="list-style-type: none"> • Team members understand the requirements of their work, and are equipped with tools and training required for successful performance and effective decision making • Team members have meaningful development plans and receive regular feedback on progress • The team works collaboratively and co-ordinates effectively with other NZSIS and/or GCSB teams and partner agencies • Employee issues (including non-performance) are successfully addressed • Workloads are managed effectively to ensure they are equitable and appropriate to individual skill sets and levels • New staff are welcomed into the team and a complete and comprehensive induction is undertaken • NZSIS values and expected behaviours are role-modelled
<p>Professional Leadership</p> <ul style="list-style-type: none"> • Providing expert advice and guidance to NZSIS on information management, data management and integration • Ensuring that appropriate strategies, policies, guidelines and practices are developed and maintained • Advising on mandatory information management and recordkeeping requirements for information and data systems and how these can be implemented • Providing advice on information architecture to enhance the discovery and use of information and data assets • Providing advice on the migration and disposal of information and data and assisting with the decommissioning of systems • Contributing to the development of institutional knowledge about information and data management • Proactively researching and assessing the potential benefits and/or impact of new developments in their 	<ul style="list-style-type: none"> • The organisation is able to derive maximum operational and business value from information management assets while meeting legislative compliance obligations • Information and data systems support compliance with relevant legislation and NZSIS policies and procedures • Customers receiving expert advice are satisfied with the service received • Knowledge across the team is documented and effectively transferred to the organisation



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Key accountabilities	Deliverables/Outcomes
<p>professional field</p>	
<p>Develop and maintain the IM framework</p> <ul style="list-style-type: none"> • Working in partnership with the Manager to develop strategic approaches to information, records and data management, including associated policy, standards and guidance • Assisting with the development and maintenance of an information architecture that enhances discovery and use of information assets across NZSIS and the wider sector • Maintaining an up-to-date inventory of information assets • Maintaining and implementing a retention and disposal schedule for NZSIS • Conducting internal information audits and surveys to monitor compliance and support continuous business improvement • Assisting with independent audit processes 	<ul style="list-style-type: none"> • Staff understand information management responsibilities in order to comply with NZSIS policy and procedures • Information assets are captured, codified, tracked, declassified and disposed of appropriately, in accordance with relevant legislation and mandated policies • Information, its status and relationship to other information, can be discovered easily • Partner information is managed in accordance with international requirements • Oversight and regulatory bodies are provided with full, accurate and timely information
<p>Electronic Information Management Services</p> <ul style="list-style-type: none"> • Overseeing the configuration, maintenance and use of electronic content management (ECM) systems in NZSIS, and commissioning of reporting to support this • Carrying out regular audits of, and updates to, ECM file plans, catalogues, metadata, workflows and other artefacts • Developing user guides and training material • Delivering training in person, develop online learning • Assisting with the evaluation, testing and deployment of new tools and upgrades 	<ul style="list-style-type: none"> • Staff can readily access information that they need and are entitled to see • Staff have the knowledge and skills to use the tools effectively • Meaningful and regular reports on the performance of ECM tools result in a programme of continuous system improvement • Service desk calls regarding ECM tools are managed quickly and effectively in accordance with agreed service levels • IT security and compliance requirements are fully met • Any enhancements to ECM tools or new tools meet both business and legal requirements



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Key accountabilities	Deliverables/Outcomes
<p>Records and Archives Management Services</p> <ul style="list-style-type: none"> • Developing a plan to ensure the long-term availability of information in NZSIS's archive holdings (much of which is on paper) • Ensuring that support and backup (in relation to NZSIS physical file management) is provided to GCSB when required • Overseeing disposal activities including listing, destruction and/or transfer of NZSIS records • Undertaking information and records searches to support internal, legal and OIA information requests 	<ul style="list-style-type: none"> • Physical records are created, stored, accurate and accessible in accordance with NZSIS policies, procedures and standards • Records are tracked, disposed of, and archived in accordance with procedures and within agreed timeframes • NZSIS archives are managed according to procedures • Standards for managing classified and sensitive information are adhered to • Information and records searches are fulfilled
<p>Business improvement</p> <ul style="list-style-type: none"> • Participating in or leading special project work relating to information management • Reviewing paper based processes to identify unnecessary activity, reduce duplicated records and move to digital wherever possible • Undertaking improvements in data management practices and data quality • Contributing to, or leading projects to reduce the reliance on physical records within NZSIS • Investigating options for bulk digitisation and develop a digitisation strategy and plan for NZSIS • With GCSB's IDM team, establishing a programme of records disposal work and process simplification to reduce risks of limited storage space 	<ul style="list-style-type: none"> • IM projects deliver measurable value to the organisation • Records processes are progressively simplified to reduce double handling and duplication of file structures and records stored • The volume of paper records being generated reduces each year • NZSIS are able to assess the value of digitising legacy records and implement a digitisation programme • Records are tracked, disposed of, and archived appropriately • NZSIS data is managed according to agreed quality standards
<p>Relationship management</p> <ul style="list-style-type: none"> • Liaising with sector and partner colleagues to identify and develop sector approaches to information management • Establishing effective and influential relationships with managers to 	<ul style="list-style-type: none"> • Information is managed as an asset across NZSIS • Information stewards take active ownership of, and responsibility for, information assets in their care • Staff at all levels understand the value of information and how to use it to best effect



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Key accountabilities	Deliverables/Outcomes
<p>promote good governance of information</p> <ul style="list-style-type: none"> Representing NZSIS at relevant user and sector forums 	
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> Working safely and taking responsibility for keeping self and colleagues free from harm Reporting all incidents and hazards promptly Knowing what to do in the event of an emergency Cooperating in implementing return to work plans Being a visible role model at all times Following NZSIS's safety rules and procedures <p>Health and safety (for team):</p> <ul style="list-style-type: none"> Inform, train and equip staff to carry out their work safely Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries Assess all hazards promptly and ensure they are managed 	<ul style="list-style-type: none"> A safe and healthy workplace for all people using our sites as a place of work All requirements in the NZIC Health and Safety policy and procedures are met
Other duties	Any other duties that fall within the scope of the position

Position delegation	
Financial delegation:	None

Key stakeholders	
Internal:	<ul style="list-style-type: none"> Capability Development Manager Manager Staff at all levels of NZSIS
External:	<ul style="list-style-type: none"> Required GCSB Teams Staff and counterparts in wider sector Counterparts within the wider New Zealand Intelligence Community and central government agencies, as required



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	<ul style="list-style-type: none"> • Other partner intelligence agencies as required • Archives New Zealand (Department of Internal Affairs) • The Office of the Inspector-General of Intelligence and Security (IGIS) • Vendors
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Person Specification	
Experience:	<ul style="list-style-type: none"> • In-depth (circa 8 years') experience in an information management role in a complex business and customer focused environment • Substantial experience in designing solutions to business problems through smart use of ECM tools • Experience delivering ECM-related training to a wide range of stakeholders • Experience in scanning and digital workflow processes (desirable) • Project management experience (desirable) • Experience in working in a classified environment with unique security challenges (desirable)
Knowledge and Skills:	<ul style="list-style-type: none"> • Demonstrated competence to manage an end-to-end change process from identifying business need, initiating design and development, driving change through the change process and delivering it to users • Proven ability to manage people and behaviour change when new tools, processes and standards are introduced • Skilled in developing and undertaking information analysis to drive business process improvement through use of ECM tools • Knowledge and expertise developing and maintaining training and user support processes and documentation • Expert knowledge of the Public Records Act 2005 and Archives New Zealand's mandatory standards • Self-motivated with excellent planning and organisational skills; and the ability to prioritise tasks to meet deadlines and effectively manage changing priorities • Professional customer orientation with a strong commitment to provide a high standard of customer service • Demonstrated problem-solving skills with the ability to think strategically and laterally to make



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Person Specification	
	<p>effective recommendations</p> <ul style="list-style-type: none">• Proven ability to work independently using sound judgement and initiative• Proven ability to work collectively as part of a team to achieve successful outcomes• Good understanding of, and skill using, desktop technology• Excellent interpersonal skills with the ability to liaise confidently and professionally with a diverse range of people• A high level of accuracy and attention to detail• Agile, adaptable and flexible• Good written and oral communication skills
Qualifications and Courses:	<ul style="list-style-type: none">• Diploma in Records & Information Management, or equivalent experience• Master of Information Management or equivalent (desirable)
Specific Job Requirements:	<ul style="list-style-type: none">• Ability to obtain and maintain a TSS security clearance

NZIC Competencies

In addition to the Person Specification above, competency standards which outline the development requirements of the position are set out under the NZ Intelligence Community (NZIC) Career Pathways framework. The Career Pathways framework enables progression within the job.

Full descriptions of progression competencies and an overview of the NZIC Career Pathways framework is available on appointment.

The position is aligned to the Frontline Leader competency framework.

Changes to Position Description

Positions in the NZSIS may change over time as the organisation develops. Therefore we are committed to maintaining a flexible organisation structure that best enables us to meet changing market and customer needs. Responsibilities for this position may change over time as the job evolves. This Position Description may be reviewed as part of planning for the annual performance cycle.

Date PD reviewed: 10/04/2019



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Signatures

Manager's Name

Signature

Date:

Employee's Name

Signature

Date:



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