

## Manager Information Services

Lead the Information services functions to ensure strategic alignment of information services across Council.

ORGANISATION  
**NGĀ POU | OUR VALUES**

 **Manaakitanga**  
POU 1. The customer is at the centre of everything we do.

 **Rangatiratanga**  
POU 2. We aspire to the highest standards.

 **Whakapono**  
POU 3. We strive to be trusting and trustworthy.

 **Whanaungatanga**  
POU 4. We act with courage, respect, kindness and empathy.

 **Kotahitanga**  
POU 5. We embrace diversity and strive to be inclusive.

 **Aroha**  
POU 6. We believe in and encourage each other.

 **RANGITIKEI**  
DISTRICT COUNCIL

**He oranga Whenua,  
He oranga Tangata,  
He oranga Wairua.  
Tihei Mauriora!**

**If our Land is cared for,  
if People are looked after,  
if the Spirit is strong,  
we can build a  
better future for all.  
Let there be life!**

*Making this place home*

## Our expectations

As part of the Rangitikei 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 values, 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, and
- deliver our services in a way that is best for the district (as opposed to best for the Council).

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.

Manager Information Services that's your primary role at Rangitikei 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 crafting a new way 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

- Develop, review, and execute councils Information Services (IS) strategy, providing strategic guidance on IS Digital Infrastructure, Information Management, Geospatial strategic focus areas and long-term IS requirements.
- Effectively lead direct reports, including ensuring all staff have a clear understanding of their respective roles and responsibilities, have regular Ara Poutama meetings, and developing capability through coaching, mentoring, development planning, and actively sharing knowledge and expertise
- Develop and oversee IS budget and provide guidance on Technology investments, budget allocation and resource planning.
- Collaborate with the executive and senior leadership team to identify priorities and strategic focus areas and lead the Information Services Steering group.
- Ensure that IS processes and digital infrastructure are fit for purpose to adequately support councils' information management, digital and communication needs.
- Oversee delivery of IS projects and assignments and ensure timely delivery of desired outcomes within budget allocated.
- Oversee contract negotiations with IS vendors, contractors, and service providers.
- Ensure cyber resilience and compliance with data protection guidelines.
- Lead effective operation of IS Service desk, IT infrastructure and IT Asset management policy and process improvement initiatives.
- Ensure the development, evaluation and maintenance of councils IS Business Continuity and disaster recovery plans.
- Ensure the identification, evaluation, mitigation and monitoring of Information Management, Digital Infrastructure and Departmental risks.
- Ensure compliance with Government Regulations that apply to Digital Infrastructure, Information Management and Local Government.

## What we all do

- Grow and develop resilient customer focused staff, within a culture based on personal responsibility
- Provide a safe, flexible and supportive environment, where performance is recognised and success is celebrated
- Embrace training and professional development opportunities for continuing improvement
- Undertake Civil Defence Emergency Management responsibilities if required

## Our customer commitment

We strive to deliver excellent customer service by:

- Understanding and anticipating needs
- Dealing with enquiries promptly and fully
- Providing quality support and information
- Communicating changes to services in advance

We will:

- Welcome, listen and treat everyone respectfully
- Acknowledge and follow up all complaints and requests
- for service, and provide a timely response
- Seek feedback on the service received so we can continue to improve what we do

## Health and safety

- Accurately and promptly report all accidents, incidents, near misses, hazards 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 degree in Information Technology or related field, or equivalent work experience
- Project Management qualification or relevant experience with the application of methodologies
- Proven ability to lead, motivate and supervise a technologically diverse team

- 3 years + experience within information technology planning and project delivery
- Demonstrable experience in risk identification, mitigation, Information Technology project management
- Financial management / analysis experience
- Sound understanding of strategic thinking and demonstrated application to practical solutions
- Excellent verbal and written communication skills, including ability to present and explain ideas both visually and verbally
- Demonstrated ability to perform professionally and efficiently and a capacity to work under pressure and meet deadlines
- Strong computer skills including both literacy and competency in the Microsoft Office suite of programmes (particularly Word and Excel)
- Results orientated and accountable
- Strong networking and consultative approach allowing development and maintenance of strong working relationships
- Ability and willingness to learn and adapt to new technology and software in a continuously changing environment.
- Thorough understanding and advocacy for the principles of customer first

