

POSITION DESCRIPTION

Position: **CONTENT MANAGEMENT SPECIALIST**

Team: Content Management

Group: Corporate

Responsible To: Content Management Lead

Responsible For: N/A

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora

Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki

Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities.

Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Corporate Group. The Group includes Risk and Corporate Services, Finance, Procurement, Customer Services, Security and Information Management & Business Transformation (IMBT).

The purpose of this position is to provide leadership for staff and manage hardcopy and electronic content held by Council to ensure records are captured, maintained and protected in accordance with regulatory requirements and available for business use by:

- Proactively supporting and educating staff on the importance of good content and efficient use of Content Management systems.
- Supporting management and maintenance of systems and software used for content.
- Ensuring content is managed throughout the information lifecycle and disposed of in a compliant manner.

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

Leadership

- Co-ordinating activities with other Council groups/areas to deliver seamless service.
- Taking responsibility for resolving service delivery problems and delivering continuous improvement in business processes.

Strategic Planning

- Provide guidance to business units on the design of new processes to ensure operational efficient practices that deliver Public Records Act, Local Government Official Information and Meetings Act and other relevant legislative compliance.
- Suggest improvements to content management practices used within Council.
- Contribute to Content Management policies and manuals.

Content Management

- Champion the use of best practice records management throughout the organisation.
- Provide training and ongoing development for staff on content management practices, including undertaking research and creating training material.
- Contributing to standards to promote accurate and consistent record keeping and management and developing new material as needed.
- Using the model ALGIM records retention and disposal schedule, liaise with business owners and modify the schedule as required to meet the needs of the Council in respect of both electronic and hard copy records, including those of previous authorities.
- Preserving corporate memory and heritage by appraising non active records, making a decision on their retention period and following the disposal/retention process.
- Ongoing development of Council's classification system to ensure it continues to meet business needs working with business owners.
- Undertake research of both electronic and hardcopy content, as required, to answer customers or staff enquiries.
- Assess provenance of property records and resolve discrepancies in consultation with other stakeholders.

System Administration

- Support monitoring the records saved in Council's records system to ensure the applicable quality standards are met, including developing suitable management reports.
- Provide feedback and further training to users as necessary.
- Monitor and respond to user issues and ensure appropriate resolution is implemented.
- Undertake maintenance of Council's content management system as required.

Data Capture

- Accurately digitise hardcopy documents as required.

Important Functional Relationships

External

Archives New Zealand
ALGIM
External storage provider
External networking groups

Internal

All Council Staff and Groups

Committees/Groups

Property Information Steering Group

Person Specification

Qualifications

- A good depth of information management knowledge from a relevant qualification or up to 2 – 3 years industry experience.

Knowledge/Experience

- A good understanding of the Public Records Act and Local Government Official Information and Meetings Act.
- Understanding of managing retention and disposal of protected records, preferably the ALGIM schedule.
- Ability to think through new business processes in relation to EDMS system.
- Ability to share knowledge in an open and appropriate manner with customers and colleagues.
- Technical competence and experience with information and records management systems and tools.

Key Personal Competencies

- Must be able to maintain discretion and confidentiality.
- Excellent verbal and written communication skills.
- Excellent advisory skills.
- Good analytical skills.
- Problem solving skills.

Personal Attributes

- Accurate and competent.
- Honest and helpful personality.
- Well presented.
- Excellent people skills.
- Ability to work under pressure, even tempered and co-operative nature.
- A willingness to become multi skilled and take on extra duties when needed.
- Enjoy dealing with people in a courteous manner.
- Willingness to undertake additional training where appropriate.