

Position Description (Te Whakaaturanga Tūranga Mahi)

Position Title (Te taitara):	Principal Advisor, Information Management
Business Unit (Te wāhanga):	Organisational Performance and Customer Insights
Grade (Te taumata):	M1
Last Review Date (Te rā):	October 2021

Overview – NZQA’s Role (Te tirohanga whānui – Ngā mahi a NZQA)

NZQA ensures that New Zealand qualifications are valued as credible and robust both nationally and internationally.

“Qualify for the future world” describes the focus of our work.

We are accountable for managing the New Zealand Qualifications Framework, administering the secondary school assessment system, independent quality assurance of non-university education providers, qualifications recognition and standard setting for some specified unit standards.

NZQA is a Te Reo Māori learning organisation.

More information can be found on our website at www.nzqa.govt.nz.

Public Service (Te ratonga tūmatanui)

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata puta noa i Aotearoa i āiane, ā, hei ngā rā hoki kei tua. He kawenga tino whitake tā mātou hei tautoko i te Karauna me āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, ka arahina ā mātou mahi e ngā mātaḥono, ngā tukanga me ngā tikanga matua o te ratonga tūmatanui.

Mō ētahi atu whakamārama, tirohia te paehono nei <https://www.publicservice.govt.nz/about-us>

Being in the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at <https://www.publicservice.govt.nz/about-us>.

Business Unit Overview (Te tirohanga whānui ā-tari)

The Organisational Performance and Customer Insights team (OP&CI) is a multi-disciplinary team that aims to build organisational capability in its’ areas of expertise, by providing assistance and advice to help with day-to-day work and/or projects.

The team’s focus is on helping staff to provide the best possible service to NZQA customers (internal and external).

OP&CI are also the business owner of NZQA’s key customer facing channels: the public and secure websites, and the Contact Centre.

Purpose of Position (He whakamārama)

The Principal Advisor, Information Management is responsible and accountable for NZQA's overall information and public records management.

This role (along with NZQA's Data Architects and Data Scientists) provides information management strategic direction to strengthen the integrity and maturity of information management practices at NZQA. This will ensure that NZQA information is managed according to good practice and legislative requirements while maximum value is derived from it.

This role will be the product owner for the ECMS and will be responsible for ensuring that the ECMS gives staff a sound platform for the creation, management and use of digital information that will improve their ability to do a great job and to collaborate externally and internally.

This includes developing, implementing and maintaining the overall information management vision and strategy, work programme, policies and processes.

This role (in collaboration with NZQA's Communication Team) will be the product owner for the NZQA intranet and will be responsible for ensuring that it is a relevant and useful asset for supporting NZQA staff in their day-to-day work.

The Principal Advisor, Information Management has a strong focus on education within NZQA. and also leads, and provides guidance and support, to the Information Management Advisor.

Working Relationships (Te hononga tāngata)

Responsible to: Chief Customer Officer

Responsible for: Senior Advisor Information Management

Functional relationships:

Internal:

- Strategic Leadership Team
- Managers and teams within other areas of NZQA
- OP&CI team members
- Information Services team members

External:

- Archives New Zealand
- Information management advisors in other government agencies
- Vendors, service providers and industry experts

Delegations (Ngā mahi ā-ture)

This position has people and/or financial and/or statutory delegations. Please refer to the Delegation Registers (in Promapp) for full details of these responsibilities.

Key Accountabilities (Ngā haepapa matua)

Information Management Strategy and policies

- Develop, lead and deliver the information management strategy and work programme, and initiatives within it.
- Maintain expert knowledge in public sector information management and record management practices.
- Manage the ongoing development and implementation of information and records management policies and processes at NZQA.
- Develop and maintain strong information management governance systems and processes.
- Incorporate compliance and standards-based good practice design and operation of NZQA information assets and processes for managing physical and digital documents and records.

- Work with software development teams to embed information management practices within new IT solutions.
- Regularly monitor/assess information management maturity at NZQA.

Guidance and Support

- Ensure NZQA staff receive the necessary information management, security and privacy guidance, training and configuration advice so they can work effectively while meeting NZQA's information management policies and processes and comply with relevant legislation.

People leadership

- Lead, and provide effective support to the Senior Advisor Information Management to enable them to achieve their own result areas, develop and enhance their skills and enjoy their role at NZQA.

Product Ownership

- Be the product owner for the NZQA ECMS and influence full rollout across the organisation, in particular focusing on good change management practices.
- Be able to provide specialist information management support and advice related to the SharePoint and Office 365 implementation across all levels of experience and understanding.
- Be the product owner for the NZQA intranet and ensure (in collaboration with NZQA's Communication Team) that it is managed to a standard where staff find it relevant and easy to use to access the organisation-wide communications and support they need on a daily basis.

NZQA Priorities (Ngā whāinga nui o NZQA)

The following areas are priorities for NZQA. Support and guidance will be provided to ensure these priorities are able to be met by all staff.

Health, Safety & Wellbeing

- Ensuring that all work is carried out in a safe and responsible manner that does not compromise the health and safety of self or others in the workplace.
- Complying with policies, procedures and directives issued by NZQA on health and safety matters.

Privacy & Security

- Acting in accordance with privacy and security policies and procedures.
- Maintaining the strictest confidentiality when dealing with any personal or sensitive information.
- Ensuring documents containing personal information are always kept secure.
- Maintaining a 'clear desk' in accordance with policy.

Knowledge / Records Management

- Working collaboratively and creating a learning environment by ensuring all business documents and information are made accessible for staff to use.
- Ensuring that all business records, created and received, are maintained and disposed of according to the requirements of the NZQA information and records management policy, guides and processes.

Person Specification (Ngā pūmanawa tāngata)

Knowledge, Skills and Experience (including Technical Competencies)

Essential:

- Technically savvy and up-to-date with latest technology trends in ECMS systems, particularly SharePoint and Office 365 ecosystem
- Significant experience in a similar role within a medium to large and/ or complex organisation.
- Experience in developing information strategies and plans and effectively implementing them.
- Proven experience configuring, implementing, designing, supporting and reporting on SharePoint Online-based ECMS solutions and/or Microsoft 365 tools
- Comprehensive knowledge of information and records legislation, standards and practices in a New Zealand government context.
- Proven information management experience, including strengthening governance and assurance, lifting organisational practice, and delivering information management advice to staff and stakeholders.
- Experience working with software development projects e.g. integrating with SharePoint and other Microsoft 365 tools.
- Experience in influencing staff and stakeholders in order to ensure best practice information management.
- Excellent verbal and written communication skills including the ability to present complex ideas in ways that are appropriate to a range of audiences.
- Understanding and experience of good change management practice.
- Ability to navigate through complexity.

Desirable:

- An understanding of information and records within the context of Te Ao Māori.
- Knowledge of Te Ao Māori along with a demonstrated commitment to the principles of the Treaty of Waitangi.
- A practical knowledge of project management methodologies.

Qualifications

Tertiary qualification, preferably in information management or similar discipline, or equivalent experience.

Other Requirements (Ngā herenga atu o te tūranga mahi)

In line with NZQA's COVID-19 Vaccination Policy, the position holder will need to have received a full course of doses of an approved COVID-19 vaccine, including any boosters.

Development Competencies (Te whanake pūkenga)

NZQA has the following Management and Leadership Competencies for the purpose of development planning:

Client responsiveness - Honouring NZQA's commitments to all external and internal clients by providing helpful, courteous, accessible, responsive and knowledgeable service.

Collaboration - Working collaboratively with others, sharing information and networking to achieve common goals and positive outcomes.

Communication - Listening and communicating with others in an effective manner.

Continuous learning - Identifying and addressing personal development needs to enhance

individual and organisational performance; learning through self reflection on success and failures.

Decision-making - Making good decisions and solving problems involving varied levels of complexity, ambiguity and risk.

Engaging with Māori - Engages effectively with Māori, underpinned by NZQA's values, and applies an understanding of Te Ao Māori that is relevant to the context of our business.

Valuing diversity - Helping create an inclusive work environment that embraces and appreciates diversity.

Work practice - Focusing personal efforts in an organised way to achieve results consistent with NZQA's objectives, seizing opportunities that arise, and maintaining effectiveness in a variety of situations.

Job Description Scope of Duties (Ngā mahi whāiti o te tūranga mahi)

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the job description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.