

DIGITAL SERVICES LEAD

- Lead, shape and improve digital services in a role where you can make a real impact, build a great team and enjoy the Taupō lifestyle.

ABOUT THE ROLE – NGĀ ĀHUATANGA O TE TŪRANGA

This is an opportunity to lead a multidisciplinary Digital Services team and shape how digital services are delivered across Council.
You'll lead across applications, digital support, information management and digital coordination, with responsibility for services people rely on every day.

In this role, you'll:

- Lead, support and develop a multidisciplinary Digital Services team.
- Set clear priorities and provide direction across a broad portfolio of digital services.
- Take ownership of service delivery and ensure the team has the leadership and support it needs to perform well.
- Identify opportunities to improve systems, processes, automation and ways of working.
- Deliver some early wins while building towards longer-term improvements.
- Bring enough technical depth to ask the right questions, challenge thinking and confidently lead decisions.
- Keep people, customers and organisational outcomes at the centre of how digital services are delivered.

And with Taupō as your backyard, you'll have the chance to grow your career while enjoying short commutes, easy access to the outdoors and more room for life outside work.

WHO WE ARE LOOKING FOR - KEI TE KIMI MĀTOU I TĒNEI MOMO TANGATA

We're looking for an experienced technology leader who combines strong technical credibility with proven people leadership.

You don't need to be the technical expert in every area. You do need to understand the environment, ask good questions, make sound decisions and provide credible direction to experienced technical people.

You'll bring:

- Strong people leadership, with the ability to set expectations, build capability and bring people together around shared priorities.
- Broad experience across modern digital environments, applications, service management and information management.
- Technical confidence across workplace technologies, M365, service ownership, ITIL practices and digital support.
- An understanding of information management and information lifecycle considerations.
- Sound judgement and the confidence to challenge thinking and make decisions.
- A practical improvement mindset, with the ability to quickly understand an environment and identify where things could work better.
- The ability to balance technical considerations with customer, people and organisational needs.
- Local government experience would be an advantage, particularly an understanding of the stakeholders, complexity and competing priorities of a Council environment.

If you're ready to bring your leadership, experience and technical confidence to Taupō, this is an opportunity to make an impact and build something you're proud of.

WHO ARE WE? KO WAI MĀTOU?

Every day brings new opportunities when you are part of our team at Taupō District Council. Our diverse organisation is recognised for its vibrant energy, optimism for the future, ambition to act boldly and willingness to do things differently to secure the best result. We take a balanced and community-focused approach that allows us to strive with consideration on behalf of our district. We are motivated by ensuring we are a district of connected communities who thrive and embrace opportunities and hold this greater purpose in mind in all that we do.

WHAT WE OFFER - NGĀ ĀHUATANGA KEI A MĀTOU

Our people are accomplished, capable, and driven by curiosity to learn more - about the council, its impact, and their own potential. Your career aspirations will be encouraged, whether you're just starting out or an expert. Our strengths-based environment will enable you to be the best version of yourself at work.

Our spaces are filled with warmth and welcoming conversation. We collaborate closely and lead with empathy - for our colleagues and for our community. We encourage our people to find the flexibility within their role to do more of what matters to them in and out of work. When you join us, you'll enjoy our:

- Strong focus on wellness - discounted gym membership and health insurance and wellbeing initiatives to support your mental, physical and financial wellbeing
- Flexible work environment – work from home options and flexible hours to promote a great work-life balance
- Assistance with ongoing professional development – access to learning opportunities to help you grow
- Generous leave entitlements!
- Settling in support – if you're joining us from outside of the district, we'll work with you to make a seamless transition

Bring your technical depth, leadership experience and fresh thinking to Taupō, and make your mark.

CLOSING DATE: 20th November 2026 or when the vacancy is filled.

Want to know more? Check out the full Position Description in the Job Attachments.

GREAT LAKE TAUPŌ
Taupō District Council