

Chief Information Officer

Location	Thames-Coromandel district	
Reports to	Corporate Services Group Manager	
Group	Corporate Services	
Direct Reports	5 Direct; ICT Operations Manager +14 FTE, Agile Project Manager, Solutions Delivery Manager +8 FTE, IT Analyst, Technical Support Officer IT	
Financial Authority	Responsible for management of Information Services and Land Information Memoranda operational budgets of \$9 million and capital expenditure budget of \$1 million. Delegated Financial Authority of \$100,000 across the Information Services and Land Information Memoranda activities budgeted expenditure, including \$100,000 per contract within budgeted expenditure.	
Functional Relationships	<i>Internal</i> Corporate Services Group Manager, Information Services staff, Leadership Team and managers, Council staff and elected members.	<i>Purpose of contact</i> Advising and liaison Influencing
	<i>External</i> Consultants, suppliers, contractors, vendors, technology providers, other Local Authorities; Government agencies	Promoting and representing Advocating and negotiating

Our Council

As one of the largest employers on the Coromandel Peninsula, we are proud to be Thames-Coromandel District Council.

We will provide high quality, affordable services and facilities with excellent customer service. We will maintain innovative leadership and empower our communities. We will strive to make the Coromandel Peninsula a desirable place to live, work and visit. We will **be the best we can**.

To achieve our vision we aim to attract, employ and support people to be their best while being guided by our core values of **respect, integrity, innovation** and **teamwork**.

How you fit

The **Chief Information Officer** will lead a customer focused and high performing Information Services team. This will involve developing, implementing, and leading a technology vision and enterprise information systems while achieving a cost-effective IT service that aligns with the Council's Strategic Framework.

The role is closely engaged with senior management and the respective business streams, working shoulder-to-shoulder with these managers to deliver improvements and efficiencies in our business processes by leveraging technology

- Focus on delivering workable, compatible and integrated tools and solutions that are both technically efficient and practically operable.
- Awareness and exploration of new technologies and how these may add to the value of TCDC is constantly being explored.
- Select and implement suitable technology to streamline internal operations and help optimise platforms to improve our customers' experience, in alignment with digital transformation;
- Define, lead, and apply best practice industry standards across all IS activities, services and processes
- Establish and maintain effective strategic service provider relationships.
- Lead and support technology project and governance groups
- Align internal customers strategic objectives to technology strategies,
- Ensure technology business continuity and disaster recovery plans for critical services are current
- Plan the implementation of new systems and provide guidance to IT professionals and other staff within TCDC, by establishing partnerships with technology providers and providing a stakeholder engagement programme for internal projects, to ensure a consistent approach across the organisation to meet LTP and Annual Plan timeframes;
- Oversee the technological infrastructure (networks and computer systems) to ensure optimal performance and provide financial management, to ensure all business unit costs, value and risks are managed;
- Provide a mechanism to ensure the organisation enables the selection, prioritisation, balancing, and termination processes for all technology projects in alignment with the organisational strategy;
- Deliver Records Management, Land Information Management and Property Management services for Council.

Your responsibilities

Accountable for	Successful when
Information and Technology Services	An efficient, effective and customer focussed Information Services team provides a service across the organisation and identifies and promotes opportunities for service improvement. Strategic oversight is provided for the effective operation of Councils Information Management objectives Solutions are well understood across the business and best practice methodologies are identified, implemented and communicated.

Project Management	An effective Project Management framework is embedded across the department. Technology roadmaps are understood and innovation with key stakeholders is generated, undertaking planning activists for Long Term and Annual Plans.
Information Management	Ongoing strategic management is provided for the effective operation of Councils Information Management objectives including: • Responses to requests made under the Local Government Official Information and Meetings Act 1989 (LGOIMA) or the Privacy Act 1993 • Archives Management • Retention and Disposals/File Room Management.
Land Information	Oversight of the effective operation of Councils Land Information objectives includes: • PRA2005 compliance • LIM applications are registered and processed accurately within timeframes • LIM processes and documentation are monitored, reviewed and complex customer enquiries are responded to and resolved.
Capability	Effective accountability for the ongoing capability of the Information Services team including but not limited to, Project Management, Change Management, Service Management, Architecture and specialist fields in relation to technology. Continually exploring ways to improve usability of technology.
Financial Management	Department budgets are prepared and monitored, ensuring that required service outputs are delivered within approved budget allocations. Effective and efficient use of resources is ensured, both internally and externally where required. Insight into the costs and performance outcomes is provided of technology investments, maintenance and operations. Regular reports are provided for Council or key stakeholders as required.
Contract and Asset Management	Contracts relating to this department are managed in a manner consistent within the specified contract outcomes, in accordance with appropriate legislation and Councils Code of Practice and Delegated Financial Authority. Management of assets relating to the department through the lifecycle upgrade programme and project management delivery is consistent to Asset Management Lifecycle requirements. Asset Management Planning is completed on behalf of the department to conform with LTP/AP timeframes.

Staff Leadership	Direct reports are competent and effectively deliver to achieve identified outcomes with high quality performance across the team. Team environment promotes and enables an effective, high performing, engaged and connected team Responsibilities of a good employer is always demonstrated. A safety awareness culture is demonstrated at all times. A customer focused approach in all activities and communications is promoted and modelled.
Relationship Management	Internal relationships are effectively managed and maintained where Managers and staff seek and / or receive advice and guidance in a timely manner with successful outcomes. Sound professional relationships are established and fostered. A culture of innovation with Council's key stakeholders is fostered.
Organisational Support	Knowledge and skills are shared and other staff are supported. Procedures, information systems and policies are documented and complied with. Appropriate and agreed continuous professional development is undertaken. Civil Defence and Emergency Management training and activities are participated in. Other duties are satisfactorily performed as requested by the manager to support the business unit.
Health, Safety & Wellbeing	All reasonably practicable steps are taken to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or inaction. All reasonable workplace health and safety policy and procedures are followed. Any reasonable instructions given are complied with. A personal commitment to Health, Safety and wellbeing is demonstrated, in accordance with TCDC's Health and Safety Policy.
Te Tiriti o Waitangi	Commitment to an understanding of Te Tiriti o Waitangi is demonstrated, building a knowledge of Tikanga Māori.

About you

Honesty, Enthusiasm, Accountability, Respect and Teamwork are considered core competencies for all staff.

A successful *Chief Information Officer* will need the following to succeed:

Education / Training	Recognised business or tertiary qualification in Information Technology, computer science or business.
Experience	At least 10 years' experience working in a related technology field with proven leadership experience. Experience in Project Management, Change Management, Service Management, Architecture and an understanding of specialist fields in relation to technology. Experience in working with a range of corporate technologies. Commercial awareness, with the experience in assessing the customer service, legal, reputational and financial aspects of a situation and making sound decisions. Public Sector/Local Government experience is desirable. Demonstrated experience of embedding a continuous improvement culture in business processes.
Knowledge, skills and attributes	• Commitment to a strong and consistent customer focus philosophy and able to relate well to customers • Experience in managing and growing a team, including culture transformation • Strong IT literacy with a systems orientation and comfort in both on-line and off-line technology environments • The ability to understand technical information quickly and repackage it into customer friendly language • Strong communication skills, including facilitation and conflict resolution skills • Balances an innovative and problem-solving approach with an appreciation of the improvement of process • Ability to positively and constructively contribute to development of Information Services strategy • Demonstrates excellent judgement and is confident in making decisions • Knowledge of accounting and budgeting practices • Ability to maintain healthy group dynamics • Proactive and accountable in both the functional role and within the corporate services team • Strong strategic ability, able to drive and influence decisions confidently with highly developed interpersonal and communication skills • Solution focused, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities • Innovative mind set, is an improvement focused team player that shows initiative and inspires commitment to achieve Council outcomes

	• Strong decision making and problem-solving skills, can confidently analyse and apply key information with good judgement and takes accountability
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I certify that I have read this position description and reasonably believe that I understand the requirements of the position. I understand that:

- a) This position description may be amended by the employer following reasonable notice to me
- b) I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position.

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Employee

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Date

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Employer

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Date