

JOB DESCRIPTION

INFORMATION MANAGER

JOB OVERVIEW	
Location	Masterton
Business unit	Corporate and Community
Reporting to	Chief Information Officer
Direct reports	Nil
Delegated responsibility	As per Delegations manual

OUR COUNCIL

Working at Masterton District Council means being part of a motivated, professional, and customer-focused team in one of New Zealand's most beautiful districts. Our people play an integral role in delivering services for our community and we are focused on both 'what', and 'how' we achieve our goals. Our values help us build a workplace culture that is challenging but fun, because enjoying coming to work is important!

We want to be the best provincial council in New Zealand.

- We are an employer of choice in the Wellington Region
- Our staff recommend us to their family and friends

OUR VISION

Masterton/Whakaoriori: Providing the best of rural provincial living.

OUR VALUES

HĪKINA TE MĀNUKA	By figuratively lifting the mānuka we show that we are responding and rising to challenges by being innovative , hard-working, and collaborative .
MANA TĀNGATA	Our organisation recognises the diversity and individuality of each of our staff members. We act with integrity and respect each other's lived experiences and the value they bring to the workplace.
HE TOA TAKITINI	Every staff member is a crucial part of the team that makes up Masterton District Council. We trust and support each other to succeed by drawing on our collective strengths.

TE TIRITI O WAITANGI

The Treaty of Waitangi

We are committed to the principles of Te Tiriti o Waitangi / Treaty of Waitangi: partnership, participation, and pro-active protection. We recognise Tikanga Māori values in the workplace and community and know we can do more.

MY BUSINESS UNIT

The Corporate and Community business unit includes the following groups:

Corporate

- People and Capability, including Health, Safety and Wellbeing
- Technology and Information Services
- Communications and Brand

Community

- Library and Archive
- Community Development and Grants
- Customer Services

MY ROLE

About the Information Manager role:

The Information Manager owns Masterton District Council's information governance function. This role is accountable for ensuring council's records and information are properly managed, accessible, and compliant with legislative requirements including the Public Records Act 2005, Privacy Act 2020, and Local Government Official Information and Meetings Act 1987.

The role is the long-term steward of how council's information is managed within the Electronic Document and Records Management System (EDRMS) and is responsible for establishing and maintaining the information governance and data classification standards that council's technology platforms and AI initiatives must comply with.

This is a process ownership role with advisory responsibility. The Information Manager has the authority and accountability to set information management standards, direct business unit compliance, and represent council to external regulators including Archives New Zealand. They are also the organisation's primary subject matter expert - providing advice to business units, ELT, and the CE on records, privacy, and information governance matters.



MY KEY RESULT AREAS (KRAs)

Information Governance

- Develop, implement, and maintain council's Information Governance Framework, including data classification, metadata standards, retention and disposal schedules, and information lifecycle management.
- Own information governance and records management within council's IT capability framework and provide the data governance standards that council's data and AI initiatives must comply with.
- Establish and maintain an Information Governance working group with business unit representation to embed information management practices across the organisation.
- Monitor information governance maturity, report on progress, and identify areas requiring intervention.
- Drive the ongoing digitisation programme to convert legacy hard-copy records into the EDRMS, prioritising based on access frequency, retrieval cost, and risk.

EDRMS Stewardship

- Act as the functional owner and long-term steward of council's EDRMS, ensuring the system remains fit for purpose and well adopted.
- Manage the information architecture including site structure, document libraries, metadata taxonomy, content types, and search configuration.
- Lead business unit onboarding and migration activities in coordination with the wider IT team.
- Monitor adoption, identify gaps, and drive continuous improvement in how staff use the EDRMS.

Legislative Compliance

- Ensure council meets its obligations under the Public Records Act 2005, including maintaining an approved records disposal authority with Archives New Zealand.
- Support Privacy Act 2020 compliance in collaboration with Legal Counsel, including privacy impact assessments, breach response, handling individual requests for personal information made under the Privacy Act, and privacy-by-design in new systems.



	<ul style="list-style-type: none"> • Coordinate the compilation of information from across the organisation in response to LGOIMA requests, with final sign-off from the relevant ELT member or CE depending on the level of interest or risk in the request. Ensure records are properly managed, discoverable, and available for official information requests. • Maintain council's relationship with Archives New Zealand and respond to any compliance reviews or audits.
<p>Policy Development</p>	<ul style="list-style-type: none"> • Lead the development and maintenance of information-related policies, including records management, information and data management, information sharing, and privacy. • Contribute to related policies where data governance is relevant, such as data classification, AI governance, and cloud security. • Ensure policies are written in plain English, practical for staff, and aligned with legislative and framework requirements.
<p>Data Governance Standards</p>	<ul style="list-style-type: none"> • Define and maintain the data governance standards (classification, metadata, retention) that all council systems and platforms must comply with, including CRM, ERP, EDRMS, and AI tools. • Act as a mandatory checkpoint for data governance on new system implementations and integrations, ensuring information management requirements are met before go-live. • Ensure digitised processes meet records management and retention requirements. <p>Note: Data strategy, AI strategy, platform selection, integration architecture, and analytics direction remain the responsibility of the Chief Information Officer. This role sets and enforces the governance standards those initiatives must comply with.</p>
<p>Training, Advice, and Support</p>	<ul style="list-style-type: none"> • Develop and deliver information management training for staff, including induction programmes for new starters and role-specific guidance for records-intensive teams. • Provide day-to-day advice and support to business units on records management, information classification, and EDRMS use. • Act as the escalation point for information management queries that cannot be resolved by the Technology Team.



Te Tiriti o Waitangi

- Apply Te Mana Raraunga (Māori data sovereignty) principles to records and data that relate to Māori - including iwi, hapū, whānau, and individuals.
- Engage respectfully and proactively with mana whenua on matters relating to records access, cultural taonga, and information held by council on their behalf.
- Support the appropriate use of te reo Māori in metadata, classification, and the information services council provides to the community.

MY HEALTH AND SAFETY RESPONSIBILITIES

Health, Safety, Wellbeing

- Always ensure your own and the safety of others
- Comply with policies, procedures and safe systems of work
- Report all incidents/accidents, including nears misses, in a timely fashion
- Actively participate in the hazard management and identification process
- Escalate risk as per the Risk Management Policy

MY OTHER RESPONSIBILITIES

Self-Management, Training and Development

- Set realistic goals for own performance.
- Undertake change based on regular self-evaluation and feedback.
- Identify opportunities for personal and professional development and growth.
- Undertake both internal and external training identified as relevant to the role.

Policies and Procedures

- Comply with the Council's Code of Conduct, Staff Manual including its Policies and Procedures at all times.
- Ensure the implementation and compliance with the Council's Code of Conduct and Policies and Procedures, within all areas of responsibility.



Other duties	<ul style="list-style-type: none"> • All duties must be carried out to the prescribed timeframes, systems, quality, and standards and to the satisfaction of your (ELT) Manager. • Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope of functions of the position. Duties and responsibilities can be amended from time to time to meet changing conditions.
Participate in the Council's civil defence emergency response	<ul style="list-style-type: none"> • Participation in relevant emergency response training and duties as requested by your ELT Manager. • Such other duties as may be required from time to time by your (ELT) Manager.

MY KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Line Manager and ELT Manager • Immediate Team • Masterton District Council Staff
External	<ul style="list-style-type: none"> • Archives New Zealand (records compliance, disposal authorities) • Office of the Privacy Commissioner (privacy obligations) • Office of the Auditor-General (audit readiness) • Technology vendors (system integration and information architecture) • Other Wairarapa councils (shared services and collaboration)



MY COMPETENCIES/KNOWLEDGE/SKILLS/EXPERIENCE

Qualifications, Skills and Experience

Essential Qualifications and Experience:

- Relevant tertiary qualification in information management, records management, library and information science, or a related discipline.
- Minimum three years' experience in records and information management, preferably in a New Zealand public sector or local government context.
- Demonstrated experience with the Public Records Act 2005 and working with Archives New Zealand.
- Experience implementing or managing an EDRMS, preferably SharePoint Online or a comparable platform.
- Experience developing information governance frameworks, retention schedules, and metadata schemas.

Essential Knowledge and Skills:

- Public Records Act 2005 and disposal authority processes
- Privacy Act 2020, LGOIMA, and NZ privacy framework
- Information architecture, taxonomy, and metadata design
- Microsoft 365, SharePoint Online, and Microsoft Purview
- Records lifecycle management and disposal
- Data governance principles and frameworks
- Stakeholder engagement and influencing across all levels
- Policy development and plain-English writing
- Training design and delivery
- Change management and adoption
- Project contribution within a structured work programme
- Analytical thinking and problem solving

Desirable but not essential:

- Experience with COBIT, ISO 27001, or NZISM frameworks.
- Familiarity with Microsoft Purview Information Protection and data loss prevention.
- Experience with data governance for AI and analytics.
- Knowledge of te ao Māori perspectives on data sovereignty (Te Mana Raraunga).



	<ul style="list-style-type: none"> • Experience in a small-to-medium council environment where breadth is more important than deep specialisation.
<p>Competencies</p>	<ul style="list-style-type: none"> • CUSTOMER SERVICE ORIENTATION: Making efforts to listen to and understand customers (both internal and external); anticipating customer needs; giving high priority to customer satisfaction. • COMMUNICATION: Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language structure or terminology both orally and in memoranda, letters and reports to the characteristics and needs of the audience. • WORKING CO-OPERATIVELY: Working effectively with others inside and outside the organisation; taking actions that demonstrate consideration for the feelings and needs of others and awareness of the impact of one's behaviour on others. • HEALTH AND SAFETY: Committing to applying core safety knowledge, skills, and attitudes to everyday work to optimise health and safety. Promoting safety through effective communication. Anticipating, recognising, and managing situations that place individuals at risk. Recognising the occurrence of an incident or near miss, responding effectively to mitigate harm to individuals, ensuring proper reporting and preventing recurrence.
<p>Personal Attributes</p>	<ul style="list-style-type: none"> • Respectful, honest and open. • Operates with integrity, respecting diversity and other's needs. • Self-motivated with initiative. • Positively takes on challenges. • Takes accountability for own actions and works effectively as part of a team. • A strong communicator who can work collaboratively across a range of managers and teams.



JOB DESCRIPTION AGREEMENT

My name

My signature

Date

JOB DESCRIPTION VERSION CONTROL

Author	Version	Comments	Date
Chief Information Officer	0.1	Draft JD	June 2026



ATTACHMENT A

Place in organisation

