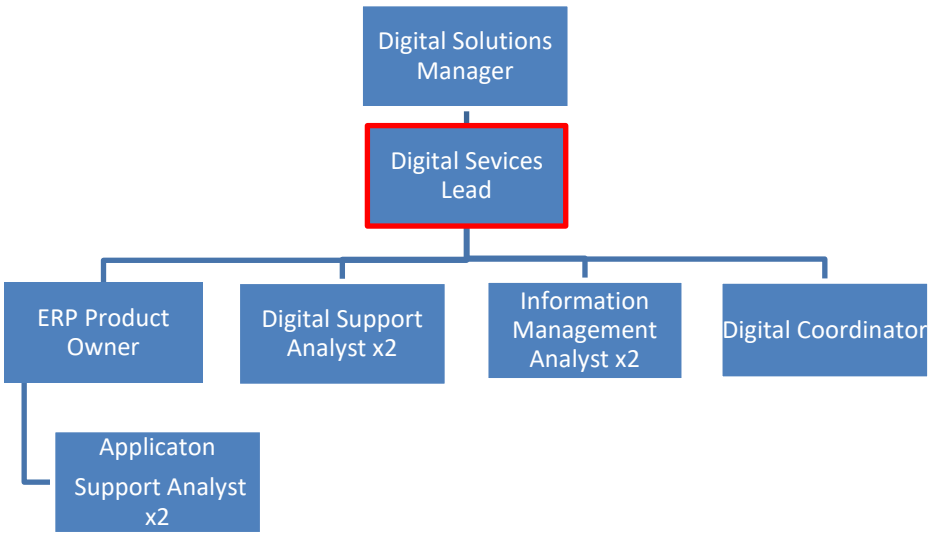
DIGITAL SERVICES LEAD
KAIARAHI RATONGA MATIHIKO
POSITION DESCRIPTION

POSITION INFORMATION

Group	Organisational Improvement
Team	Digital Solutions
Reports to	Digital Solutions Manager
Direct Reports	6
Primary Location	He Whare and mobile between various Council Offices and around the District to fulfil key tasks

TEAM STRUCTURE



POSITION PURPOSE

This role enables organisational capability through digital services, ensuring Council's digital workplace, enterprise platforms, support services and information management capability provide reliable foundations for productivity, service improvement, and emerging data and AI capability.

The role leads a multidisciplinary team across workplace technology, digital and application support, information management and digital coordination, combining people leadership with end-to-end service ownership while using feedback, service data and user insights to drive improvement, automation and proactive support.

The role provides leadership across the digital service portfolio, aligning workplace technology, information management, suppliers and support functions with Council priorities, technology roadmaps and future service transformation. It shifts Digital Solutions from reactive service delivery to proactive business enablement, measurable value and better digital experiences.

KEY RESPONSIBILITIES

Responsibility	Key Functions/outcome
Digital Service Strategy, and Continuous Improvement	• Lead the maturity of Council's digital service portfolio so services align with organisational priorities, user needs, future ways of working and technology roadmaps. • Shape service portfolio priorities, supplier strategy and investment decisions to support business value and digital transformation. • Use service data, user insights, business feedback and performance metrics to identify opportunities for automation, self-service, process improvement and productivity gains. • Measure service performance through user experience, adoption, risk reduction, productivity improvement and value delivered. • Promote shared ownership across support, delivery, and business teams • Ensures the service catalogue is comprehensive, up-to-date and aligned with organisational goals.
Application Support	• Ensures all requests for support are dealt with according to set standards and procedures. • Ensures procedures and documentation for applications support, incorporating security considerations. • Identify trends and collaborates with technical specialists on application enhancements to improve business performance and platform roadmap. • Ensure compliance standards are met across all systems
Information Management	• Information and knowledge are trusted organisational assets • Lead the development of information management capability, governance and lifecycle practices that ensure Council information is trusted, accessible, secure and available to support operational services, informed decision-making, regulatory compliance, data-driven improvement and emerging AI capabilities. • Accountable for Council's information and records management capability, compliance and information lifecycle management in both digital environments and physical archives. • Ensure collaboration with Data & AI functions so information management, metadata, records management and data quality practices support analytics, automation and AI initiatives. • Champion an organisation-wide culture of good information management, knowledge sharing and digital literacy through coaching, awareness programmes and practical guidance.

Responsibility	Key Functions/outcome
	• Provides expert advice and guidance to help the organisation maximise the value of its information assets and address barriers to their effective use. • Accountable for the development of policy, standards and procedures to ensure council remains complaint with all relevant compliance with relevant legislation (Public Records Act 2005, Local Government Official Information and Meetings Act,2023, Privacy Act 2020, and the Electronic Transactions Act 2002)
Supplier Management	• Collects supplier performance data and investigates problems. • Monitors and reports on supplier performance, customer satisfaction, adherence to security requirements and market intelligence. Validates that suppliers' performance is in accordance with contract terms. • Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance. • Implements supplier management-related service improvement initiatives and programmes
Security Operations	• Receives and responds to routine requests for security support. Maintains records and advises relevant persons of actions taken. • Assists in the investigation and resolution of issues relating to access controls and security systems. • Documents incident and event information and produces incident, exception, and management reports.
Leadership and Capability Development	• Lead, coach and develop operational team. • Implements and executes policies aligned to strategic plans. • Provides operational direction, support and guidance to assigned colleagues. • Lead the planning, prioritisation and delivery of projects and initiatives within the team's portfolio. • Monitors quality and performance against agreed criteria to make learning recommendations or to escalate concerns. • Coaches colleagues in developing target skills and capabilities in line with team and personal goals. • Facilitates effective working relationships between team members.
Collaboration and Communication	• Ensures collaborative ways of working throughout all stages of work to meet user/customer needs. • Builds effective relationships across the organisation and with customers, suppliers and partners.
Change management	▪ Develops and implements effective solutions within their area of responsibility, while contributing to organisational change and transition including collaboration with external partners to enable wider local government reform.
Health & Safety and Wellbeing	• Model a culture of safety and wellbeing for your peers • Take responsibility for your own health and safety. • Ensure your own actions keep self and others safe. • Identify, report and assist to eliminate hazards/risks in workplace. • Participate in local workplace safety management practices. • Participate in workplace wellbeing initiatives.

Responsibility	Key Functions/outcome
	• Ensure compliance under Health and Safety at Work Act 2015.
Emergency Management	• Participates in civil defence emergency management (CDEM) events and training if required

Note: This is a broad outline of the responsibilities for this position and not an exhaustive list of your responsibilities. Key responsibilities may vary from time to time as directed by your supervisor/manager to accommodate the operational needs of the team and organisation.

FUNCTIONAL RELATIONSHIPS

Internal	External
• Digital Solutions team • Business Excellence Team • Digital Programme Governance Group • Enterprise Architecture and Change Control Review Boards • Project owners/teams/stakeholders • Exec /Enterprise Leadership Team • All Staff	• Third party suppliers and consultants • District ratepayers and residents • Consultants/Professional Advisors • Other Local Authorities and Government Agencies • Archives NZ

ORGANISATIONAL BEHAVIOURS

Six key behaviours summarise how we will operate and support our values:

- Share and seek information with open, effective and intentional communication
- Support one another with honesty, respect and integrity in all interactions
- Exceed expectations of the community and beyond
- Seek improvement in all that we do
- Harmonise life and work
- Build a stronger relationship with the whenua and the people

PERSON SPECIFICATION

Education and Qualifications

Essential	Desirable
• Tertiary qualification in information technology or related discipline. • 7 + years' IT support, Information Management with demonstrated team leadership or supervisory experience • ITIL Foundation certification • M365 certified administrator • A current driver's licence	• Relevant industry qualifications • DevOps Foundation or practical DevOps leadership experience.

Personal Attributes

Essential	Desirable
• Commitment to delivering high quality solutions to organisational needs • Demonstrating integrity and honesty • Taking ownership and responsibility for your decisions, work, and actions • Accepts full responsibility for self and contribution as a team member; displays a strong commitment to organisational success. • Demonstrates an open-minded approach to understanding people regardless of their background; treats all people fairly and consistently; effectively works with people from diverse backgrounds by treating them with dignity and respect. • Able to clearly & confidently present and communicate information • Establishes good relationships with customers and staff • Works productively in a pressurised environment • Effectively balances the demands of a work life and a personal life	• Working within and role modelling the organisation values • Driving for team success over personal success • Highly professional in conduct and acting as a positive role model for others. • Continuous improvement mindset and implementing/maintaining best practice frameworks. • Receptive to feedback • Understands the workings, structure, and culture of Council as well as the political, social, economic, and service delivery issues affecting a local government organisation. • Commitment to making a difference to community life and services in the Taupō region

Competencies and Experience

Essential	Desirable
• Customer & User Experience – Designs and delivers workplace technology services that are simple, reliable, and focused on user needs. • Service Ownership – Takes end-to-end accountability for workplace technology services, using ITIL practices to drive consistent outcomes. • People Leadership – Leads, coaches, and develops a multi-disciplinary team with a strong service mindset. • Clear Communication – Communicates effectively with technical and non-technical stakeholders; sets clear expectations. • Continuous Improvement – Champions automation, prevention, and data-led service improvement. • Sound Judgement – Makes balanced decisions considering user experience, risk, and organisational context. • Digital Awareness – Understands modern workplace technologies, identity, devices, and information lifecycle impacts.	• Previous experience in a public sector - Council, government or regulated environments. SFIA equivalent of: • Problem Management (USUP) – Level 5 • Application Support (ASUP) - Level 5 • Information Management (IRMG) – Level 5 • Supplier Management (SUPP) - Level 5 • Change Control (CHMG) - Level 2 • Leadership (LEAD) – Level 5 • Collaboration • Communication

JOB DESCRIPTION SIGN-OFF

Please note that this Job Description will be discussed annually to ensure currency of the position responsibilities.

	Manager	Employee
Name		
Signature		
Date		