

POSITION DESCRIPTION

TITLE: Chief Information Officer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: General Manager Corporate Services	DIRECT REPORTS: 7 direct, approx. 190 indirect
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

- To provide IT leadership across the Council in the provision of integrated information management and communications technology strategies, systems and processes that align to the vision and goals of the Council.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. Role models our shared values Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. Establish and drive sustainable change in how: <ul style="list-style-type: none"> IT budgets are funded and utilised and all IT resources are allocated appropriately Council organisations thinks about, delivers and governs technology enabled Business Change projects to ensure committed outcomes are delivered on time, on budget and realisable benefits IT performance expectations are established measured and monitored; capabilities are supported in line with pace of change in technology sector; capability is right shape, size, cost and delivers right outcomes Common technology capability opportunities are realised regionally
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> ○ Efficient and effective 'keeps the lights on' and drives stability across operational and production IT services ● Lead strong commercial client approach to procurement and on-going contract management ● Create an Agile technology environment that can adapt to changing business priorities
Collaborative Leadership of IT Strategy	<ul style="list-style-type: none"> ● In collaboration define the outcomes and outputs necessary, form a corporate information technology function that actively supports and contributes to the achievement of the Council's desired organisation vision. ● Identify opportunities for enhancing/leading the overall organisational digital capability that are consistent with the organisation's vision. ● Provide advice/guidance/leadership of IT to support decision making and trade-offs around competing and increasing demands for technology and information support and development, prioritisation of activities, integration of business systems, and the development of the Council's overall architecture.
Translate strategic direction into tangible objectives	<ul style="list-style-type: none"> ● Identify, align and manage all IT endeavours in support of Council vision and goals, encompassing a strategically agile approach to internal and external environmental changes. ● Ensure that IT activities are appropriately defined, priorities agreed, and activity is well managed and supported. ● Ensure stakeholders are kept well informed of progress against major milestones for key aspects of the IT elements of the business change projects. Including appropriate reporting to governance, operational (ELT and Council) ● Ensure that stakeholders understands the concepts and practicalities of the IT function as it affects their business and the Council as a whole. ● Build a shared commitment and understanding of the direction of the Council's IT strategy.
Use Knowledge to drive IT leadership	<ul style="list-style-type: none"> ● Draw on own team knowledge, market knowledge of information management, and information communication and technology best practice, advances in technology and relevant research to develop an informed view of opportunities and challenges to optimise the organisations information management and technology systems and strategy. ● Maintain networks and relationships/partnerships with key service providers and internal and external stakeholders, in order to enhance a shared understanding of the deliverable functions of information management and technology functions. ● Utilise knowledge gained through internal coordination and external partnerships to develop and implement IT business plans and objectives which balance best practice with Council vision.
Support integrated and customer-focused organisational IM&CT platform	<ul style="list-style-type: none"> ● Utilise information management systems that form part of the Council's overall 'infrastructure' through which to drive a culture of innovation and performance through the Council. ● Ensure information technology systems fully support and enable organisational activities to be integrated and inter-connected as 'one organisation' working collaboratively and effectively across all areas of Council. ● Rationalisation of network, applications, architecture to reduce complexity across organisational technology systems for the future ● Ensure the information technology function engages effectively with other groups and stakeholders of the Council in a way that ensures both internal customer needs and

Key Areas Of Accountability	
	<p>those of external stakeholders are understood , prioritised appropriately,, driving a 'fit-for-purpose' system and service delivery underpinned by a 'pragmatic, can do attitude'.</p> <ul style="list-style-type: none"> • Ensure that the Council's information and technology systems operate securely, effectively and efficiently to fully support business and stakeholder needs.
Ensure Unit capability (people and structures) and delivery consistent with a collaborative customer focused culture	<ul style="list-style-type: none"> • Lead the right mix of capability and resources to support the delivery of technology and wider organisational outcomes including managing capability gaps and over- or under-resourcing within the information management and technology function, addressing the appropriate mix of technical, interpersonal, contractual and business skills. Strategic and tactical third parties • Identify, nurture and develop talent capability within the IT Unit to be able to deliver technology systems now and into the future against the pace of change within the sector. • Provide development opportunities and feedback to staff that challenge and expand their capability. • Provide leadership that inspires others to succeed and develop, and proactively share experience, knowledge, and ideas. • Establish a collaborative, multi-disciplinary IT management and unit environment to identify and grow synergies, opportunities and learning across the IT Unit, maximising development and delivery.
Support the delivery of technology-enabled Business Change	<ul style="list-style-type: none"> • Ensure project prioritisation activities and criteria are applied to entire portfolio to ensure only executing highest priority, most achievable projects to realise savings including making recommendations to re-prioritise/stop in-flight projects etc. • Align PMO functions to wider organisational approach to capital investment projects including looking for efficiencies in end-to-end project management, PMO resourcing etc.
Contribute to wider Governance, Executive and Senior management	<ul style="list-style-type: none"> • Be a responsible and active contributor /Contribute IT leadership to the wider Governance, Executive and senior management communicating in a pragmatic way, an integrated perspective of Council IT services and systems, and the business purposes and opportunities they present for the Council to achieve its outcomes. • Enhance overall effectiveness of the Corporate Services Group through harnessing and capitalising on IT knowledge and contributions beyond core functions. shared services function / corporate glue
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$33m opex, and up to \$25m capex
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
General Manager, Corporate Services	Reports to

Council Executive Leadership Team	Providing active strategic advice and direction
Corporate Services Leadership Team; Senior Leadership team	Peer relationships.
IT business partners and customers	Collaboration and provision of IT services across internal Council environment
External	Nature of the Relationship
Christchurch City Council customers and stakeholders	Collaboration and provision of IT services providing advice and guidance about Council products and services.
Central Government ICT function	Liaison and advisory.
Other Councils – Regional, National	Peer liaison, collaboration and advice.
Service Providers	Procurement of products and services including provision of strategic and technical leadership

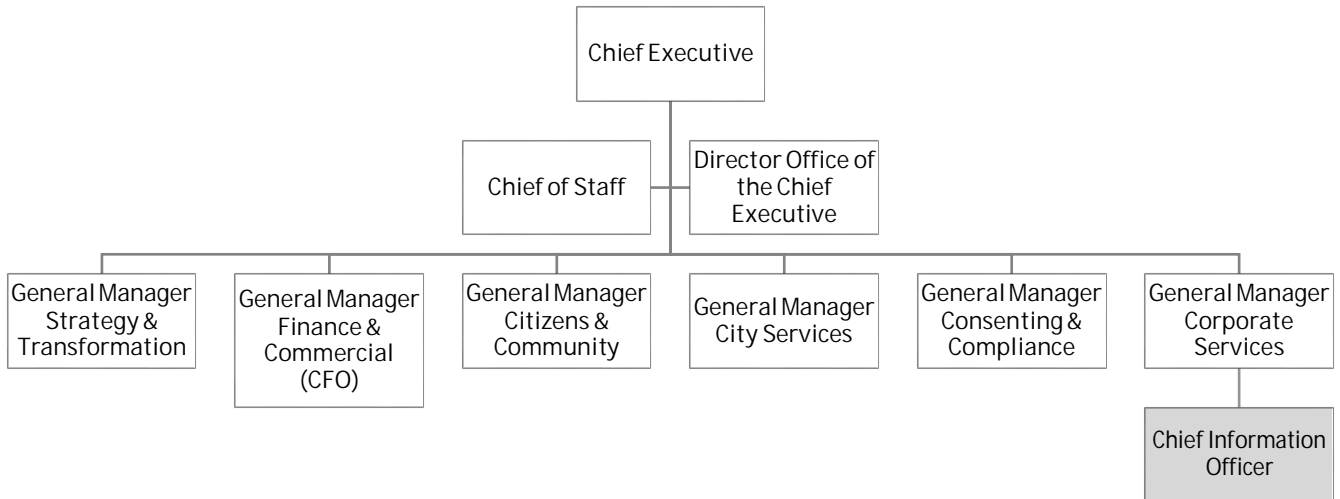
Formal Qualifications and Training	Required	Desirable
Relevant degree, preferably in Information Management or Business Studies.	✓	
Membership of appropriate professional organisations or equivalent		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
At least five years' senior management experience with diverse and complex information management and technology environments.	✓	
Proven experience and achievement in managing a diverse information management and technology function in a complex environment	✓	
Expertise and/or extensive knowledge of information management and technology disciplines, including latest development in information management and technology practices.	✓	
Leadership: <ul style="list-style-type: none"> • Creates an engaging environment where people want to do their best. • Is a visible leader engaging with people inside the organisation and externally • Supports people, at all levels, to be empowered and accountable. • Tailors leadership style to the situation and has a range of persuasion and influencing techniques. • Creates a safe and healthy work environment, characterised by genuine staff involvement and ownership. 	✓	
Strategic Focus: <ul style="list-style-type: none"> • Sets the direction of the organisation and creates alignment to the Council's strategic framework. • Ensures Groups and Units maintain alignment to the Council's strategic framework and organisational vision and goals. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Interprets complex information and creates open discussion to form business plans, goals, and priorities. • Considers external factors and scenarios which may affect the unit/group/organisation in future. 		
<p>Partnerships & Consultation</p> <ul style="list-style-type: none"> • Enables and facilitates multi-stakeholder groups to reach agreement. • Builds a wide network of constructive, effective external networks/relationships. • Evaluates performance of relationship with stakeholders to inform future working practices. • Negotiates to achieve positive win-win outcomes skilfully and effectively working through complex conflict and disagreements. • Ensures transparency and sound research-driven approach to consultation. • Uses knowledge and understanding of cultures, political environment and issues to influence successful outcomes. 	✓	
<p>Embracing Change:</p> <ul style="list-style-type: none"> • Creates an environment where curiosity, ideas and continuous improvement is encouraged. • Initiates and drives strategic change which enables better delivery for the group and organisation. • Plans change taking all factors into account. • Champions change through implementation and into business as usual. • Monitors the amount and pace of business change and takes appropriate action. 	✓	
<p>Focus on Results:</p> <ul style="list-style-type: none"> • Maintains commitment and focus on what has been agreed. • Creates a climate where high performance is enabled and results can be delivered. • Encourages the sharing of progress and achievements across unit/group/organisation. • Takes calculated risks in order to enable the delivery of better results. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Manager Business System Platform	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Platform	DIRECT REPORTS: 3 direct, 25 indirect
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This role is responsible for the Strategic leadership and active management of the Business Systems Platform throughout its lifecycle in order to address stakeholder needs and generate the greatest possible value for the Citizen and business. The role will:

- Lead the Business System Platform Strategy for the product categories that include; SAP technical, SAP ERP (S/4 HANA), SAP Success factors, SAP Fiori, Pathways and SAP -C4S, aligning to the overall Digital Platform Strategy, and organisational business requirements
- Lead, develop and deliver programmes of work within the platform ensuring it aligns to the overall Digital Platform Strategy.
- Manage effectively delivery methods transitioning from project to product management frameworks, ensuring appropriate Platform Roadmaps, resourcing in place to develop, deliver and support IT services and products to meet the needs of a business.
- Develop and explore technology, digital ways of working, specific techniques, methodologies, products or application areas, for the purposes of providing specialist advice.
- Progress opportunities to rationalise technology to standardise and reduce costs.
- Ensure the management of performance of systems and services in terms of their contribution to business performance and their financial costs and sustainability.
- Ensure the development of continual service improvement plans to ensure the IT platform adequately supports business needs.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Ensure that team members have the necessary tools and resources to achieve business objectives, priorities and outputs. • Ensure the Business Systems Platform function is consistently working collaboratively with other Council Units and Groups in the delivery of operational and strategic outputs.
Platform Strategy and Programme	<ul style="list-style-type: none"> • Lead the Business Systems Platform Strategy, comprising of several product capability components, related to the Platform category. • Ensure planning and dependencies across platforms components is well planned, documented, and communicated to stakeholders. • Broker and champion investments required for the Platform, with best practice prioritisation frameworks, which demonstrate values and benefits to the citizen and business. • Progress opportunities to rationalise technology to standardise and reduce costs. • Maintain a full Platform life cycle perspective, and work to balance short-term achievements with long term goals, and associated investment strategy. • Develop and implement delivery programmes aligned to the platform strategy and ensuring connection across digital platform functions. Working with key providers around future focus of products within the platform • Anticipates changes in customers' requirements, adapts the platform, and creates platform retirement and transitioning strategies.
Operational management	<ul style="list-style-type: none"> • Lead the operational planning processes for the team ensuring the alignment of key areas of focus. • Establish targets and monitor financial results to meet Business Systems Platform deliverables. • Work with other Managers within the IT Unit to create a flexible environment that will ensure staff are deployed in the area of greatest demand. • Ensure platform performance is proactively monitored, and incident and service requests activities meet Service Level Agreement (SLA) expectations. • Best practice platform escalation and support framework in place, and resourced effectively. • Identify emerging issues and resolve at earliest opportunity. Escalate issues that are identified as a risk to Council. • Ensure the management of performance of systems and services in terms of their contribution to business performance and their financial costs and sustainability. • The development of continual service improvement plans to ensure the platform adequately supports business needs. • Researches suppliers and markets, and maintains a broad understanding of the commercial environment, to inform and develop strategies and sourcing plans. • Negotiates with potential partners and suppliers, developing acceptance criteria and procedures and manages suppliers performance and levels of service for the line of business platform

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Investigates and manages the adoption of appropriate tools, techniques and processes (including automation) for the management of systems and services for the platform. Identifies and manages the resources necessary for all stages (planning, estimation, execution) of solution development projects, ensuring that technical, financial and quality targets are met.
Specialist advice	<ul style="list-style-type: none"> Actively maintains recognised expert level knowledge in one or more identifiable business systems platforms, and provides definitive and expert advice in their specialist area. Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. Supports and promotes the development and sharing of specialist knowledge within the organisation.
Customer focus	<ul style="list-style-type: none"> Lead and instil a culture of customer focused thinking and operating within the Unit. Work collaboratively with peers to ensure that decisions are made with the customer in mind. Lead the Team to deliver a customer focused end-to-end process for the 'Business System Platforms.
Health & Safety	<ul style="list-style-type: none"> Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ TBC
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Platform	Reports to
Senior Managers in unit	Provide information to, liaise with
Colleagues	Peer relationship, collaborate with
Leaders and specialists in the IT Unit	Share information and collaborate with
Team direct reports and indirect reports	Leadership, mentoring and advice
Customers / key stakeholders in Council Business Units	Ensure provision of service to, provide advice as an escalation point as required
External	Nature of the Relationship
Platform vendors / suppliers	Partnership, negotiate and contract management

Formal Qualifications and Training	Required	Desirable
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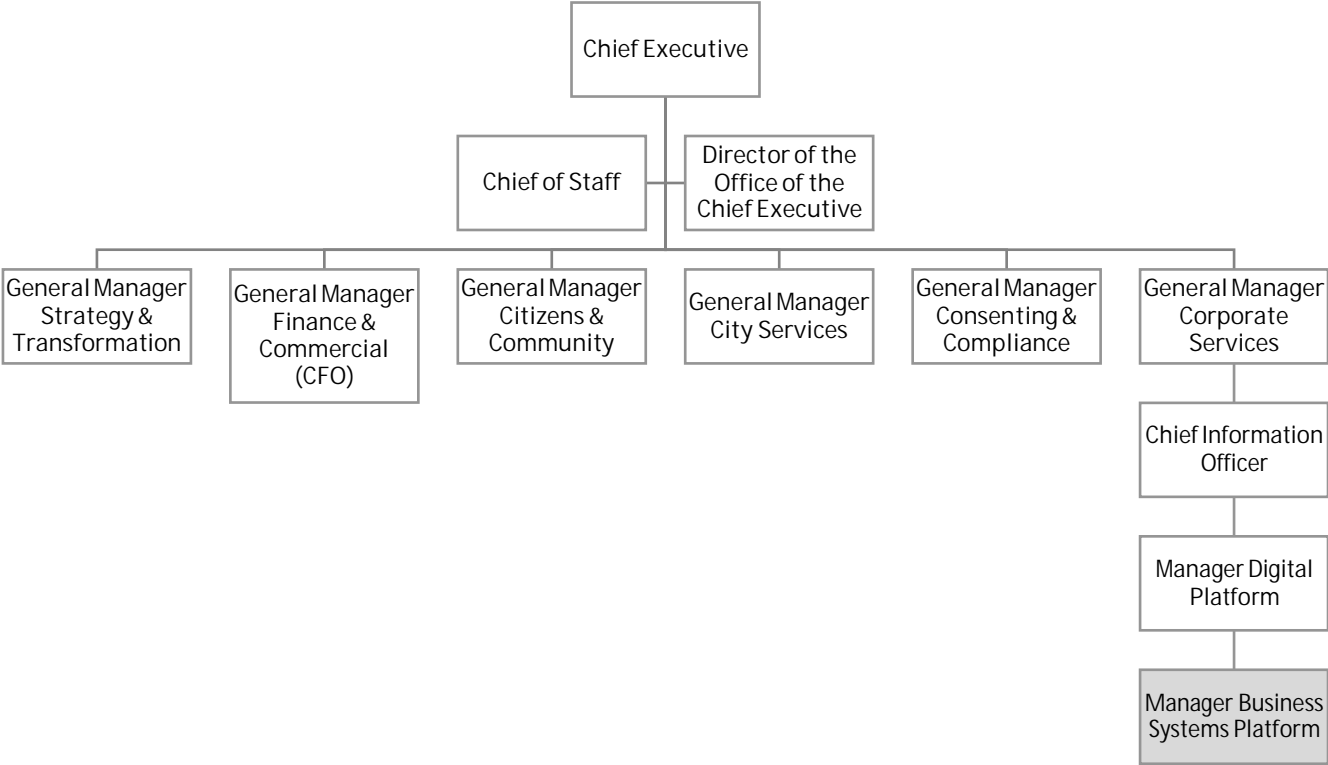
Professional qualification in IT related discipline e.g. Information Management, Computer Science or other discipline with extensive experience in information technology	✓	
Experience as a Platform owner		✓

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Minimum of 10 years' experience in IT with extensive experience in product ownership and service delivery	✓	
At least 5 years' experience in a leadership role, with experience leading leaders	✓	
Experience with SAP systems, specifically ERP product.		✓
Sound knowledge and experience working with ITIL and COBIT processes	✓	
Information platform management, contract negotiation and supplier management experience	✓	
Expertise and/or extensive knowledge of information management and technology disciplines, including latest development in information management and technology practices.	✓	
<p>Leadership</p> <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
<p>Planning & self-management</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 		
<p>Strategic focus</p> <ul style="list-style-type: none"> • Ensures customer feedback is provided to the organisation to help shape the future of services provided. • Explains and enhances the team's understanding of Council priorities, challenges and external influences. • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 	✓	
<p>Embracing change</p> <ul style="list-style-type: none"> • Leads and owns change to deliver improvements for customers/communities. • Is proactive in explaining reasons for changes to their team. • Emphasises the importance of being curious and adaptable in order to improve. • Plans for the implementation of change and considers all aspects; customer, finance, people, process and technology. • Conveys enthusiasm and drive to implement change and is supportive of team members. • Monitors the impact of change and takes appropriate action to make it a positive experience. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Ensures all team members deliver excellent service. • Ensures that those who deliver an internal service view staff as customers. • Establishes constructive relationships with customers and is able to broach and resolve disagreements. • Seeks first hand customer information and stays 'in touch' with front-line needs and issues. • Adapts team processes to be customer-centred, within existing budgets. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Manager Customer Experience Platform	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Platform	DIRECT REPORTS: 12
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This role is responsible for the Strategic leadership and active management of the Customer Experience Platform throughout its lifecycle in order to address stakeholder needs and generate the greatest possible value for the Citizen and business. The role will:

- Lead the Customer Experience Platform Strategy for the product categories that include; Council websites, Intranet (The Hub), Mobile apps, SAP HCEA, and other customer experience related technologies, aligning to the overall Digital Platform Strategy, and organisational business requirements
- Lead, develop and deliver programmes of work within the platform ensuring it aligns to the overall Digital Platform Strategy.
- Manage effectively delivery methods transitioning from project to product management frameworks, ensuring appropriate Platform Roadmaps, resourcing in place to develop, deliver and support IT services and products to meet the needs of a business.
- Develop and explore technology, digital ways of working, specific techniques, methodologies, products or application areas, for the purposes of providing specialist advice.
- Progress opportunities to rationalise technology to standardise and reduce costs.
- Ensure the management of performance of systems and services in terms of their contribution to business performance and their financial costs and sustainability.

General:

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- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Ensure that team members have the necessary tools and resources to achieve business objectives, priorities and outputs. • Ensure the Customer Experience Platform function is consistently working collaboratively with other Council Units and Groups in the delivery of operational and strategic outputs.
Platform Strategy and Programme	<ul style="list-style-type: none"> • Lead the Customer Experience Platform Strategy, comprising of several product capability components, related to the Platform category. • Ensure planning and dependencies across platforms components is well planned, documented, and communicated to stakeholders. • Broker and champion investments required for the Platform, with best practice prioritisation frameworks, which demonstrate values and benefits to the citizen and business. • Progress opportunities to rationalise technology to standardise and reduce costs. • Maintain a full Platform life cycle perspective, and work to balance short-term achievements with long term goals, and associated investment strategy. • Develop and implement delivery programmes aligned to the platform strategy and ensuring connection across digital platform functions. Working with key providers around future focus of products within the platform • Anticipates changes in customers' requirements, adapts the platform, and creates platform retirement and transitioning strategies.
Operational Management	<ul style="list-style-type: none"> • Lead the operational planning processes for the team ensuring the alignment of key areas of focus. • Establish targets and monitor financial results to meet Customer Experience Platform deliverables. • Work with other Managers within the IT Unit to create a flexible environment that will ensure staff are deployed in the area of greatest demand. • Ensure platform performance is proactively monitored, and incident and service requests activities meet Service Level Agreement (SLA) expectations. • Best practice platform escalation and support framework in place, and resourced effectively. • Identify emerging issues and resolve at earliest opportunity. Escalate issues that are identified as a risk to Council. • Ensure the management of performance of systems and services in terms of their contribution to business performance and their financial costs and sustainability. • Lead the development of continual service improvement plans to ensure the platform adequately supports business needs. • Researches suppliers and markets, and maintains a broad understanding of the commercial environment, to inform and develop strategies and sourcing plans. • Negotiates with potential partners and suppliers, developing acceptance criteria and procedures and manages suppliers performance and levels of service for the line of business platform • Investigates and manages the adoption of appropriate tools, techniques and processes (including automation) for the management of systems and services for the platform.

Key Areas Of Accountability	
User Experience	<ul style="list-style-type: none"> • Determines the approaches to be used to analyse, clarify and communicate the user experience, users' characteristics and tasks, and the technical, social, organisational and physical environment in which systems, products or services will operate. • Plans and drives user experience and accessibility analysis activities providing expert advice and guidance to support adoption of agreed approaches. • Obtains organisational commitment to policies, standards, and strategies to deliver required usability, accessibility and security. Specifies user experience design standards and methods to meet organisational objectives for systems, products and services and combining digital and off-line experiences. • Plans and leads user experience design activities for strategic, large and complex programmes. • Champions high standards in all aspects of the interaction between users and the organisation's systems, products and services including involvement of users in evaluation activities. • Specifies standards and methods to achieve organisational objectives for usability and accessibility and to ensure that this is addressed in future design.
Specialist advice	<ul style="list-style-type: none"> • Actively maintains recognised expert level knowledge in one or more identifiable business systems platforms, and provides definitive and expert advice in their specialist area. • Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. • Supports and promotes the development and sharing of specialist knowledge within the organisation.
Customer focus	<ul style="list-style-type: none"> • Lead and instil a culture of customer focused thinking and operating within the Unit. • Work collaboratively with peers to ensure that decisions are made with the customer in mind. • Lead the Team to deliver a customer focused end-to-end process for Customer Experience Platforms.
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ TBC
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Platform	Reports to
Senior Managers in unit	Provide information to, liaise with
Colleagues	Peer relationship, collaborate with
Leaders and specialists in the IT Unit	Share information and collaborate with

Team members	Leadership, mentoring and advice
Customers / key stakeholders in Council Business Units	Ensure provision of service to, provide advice as an escalation point as required
External	Nature of the Relationship
Key external stakeholders / Customer Advisory Group	Partnership
Service Providers	Procurement of products and services including provision of strategic and technical leadership

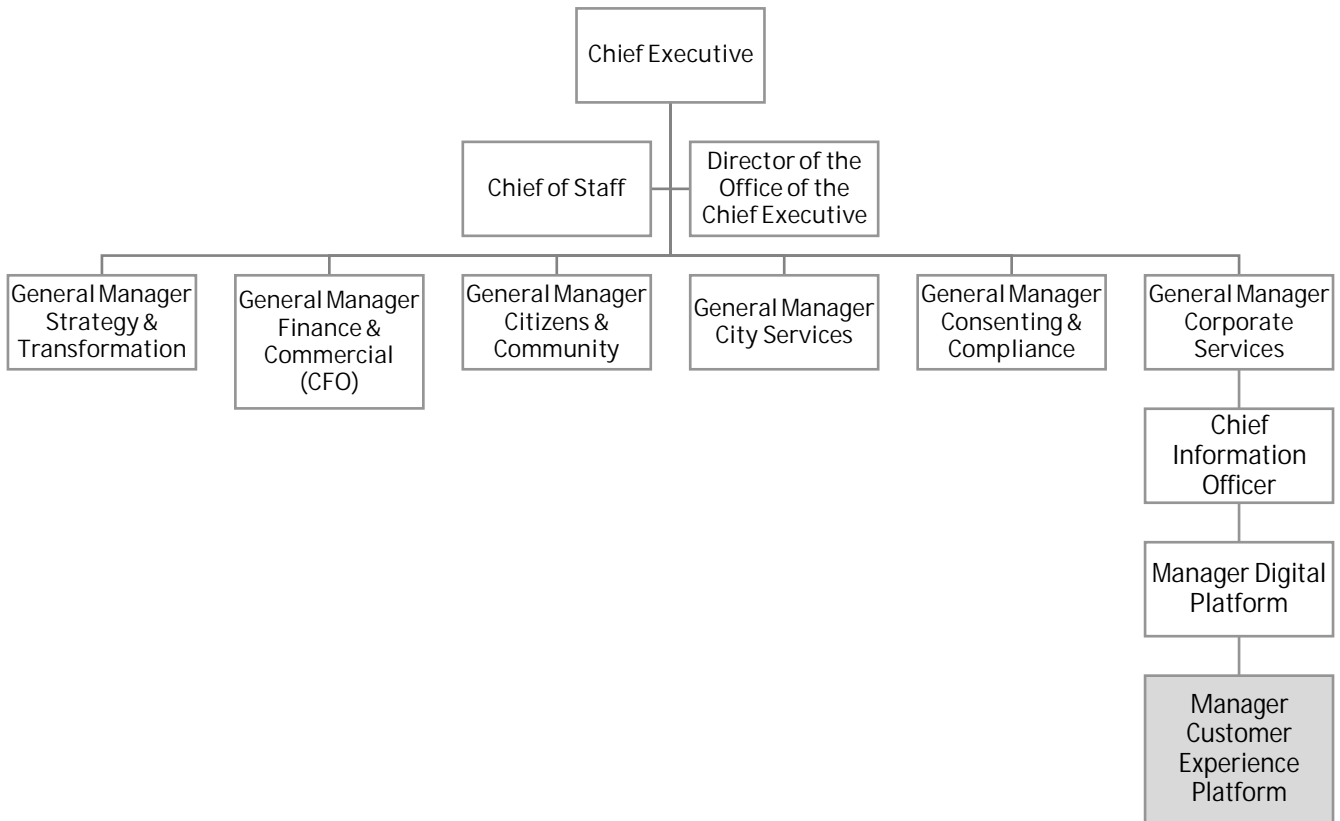
Formal Qualifications and Training	Required	Desirable
Professional qualification in IT related discipline e.g. Information Management, Computer Science or other discipline with extensive experience in information technology	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 10 years' experience in IT, with 5 years' experience as a product owner, account manager or service delivery manager.	✓	
At least 5 years' experience in a leadership role	✓	
Sound knowledge and experience on ITIL and COBIT processes and their implementation	✓	
Proven experience and achievement in managing a diverse information management and technology function in a complex environment	✓	
Expertise and/or extensive knowledge of information management and technology disciplines, including latest development in information management and technology practices.	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
Focus on Results <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
Planning & self-management	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 		
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Strategic focus</p> <ul style="list-style-type: none"> • Ensures customer feedback is provided to the organisation to help shape the future of services provided. • Explains and enhances the team's understanding of Council priorities, challenges and external influences. • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Manager Digital Assurance	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Chief Information Officer	DIRECT REPORTS: 3 direct, 8 indirect
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This role is responsible for strategic leadership of the Digital Assurance function, ensuring alignment of unit activities to support delivery of Organisational Digital Strategy objectives, that Council IT continuously performs and evolves in order to deliver high quality services to our customers, and applies best practice frameworks and controls. The role will:

- Provide an IT Unit assurance function for the Chief Information Officer (CIO) across the areas of quality, security, risk, performance, business continuity, best practice frameworks, and controls.
- Champion an environment of continuous improvement in digital solution / service design against industry and best practice to support the organisations objectives.
- Monitor and communicate alignment of IT Unit activities to support the Organisational Digital Strategy, ensuring that it integrates into everyone's day-to-day jobs
- Lead the Cyber Security Programme, including monitoring of operational adherence, security incident and operational management.
- Responsible for the Unit performance frameworks, including alignment of PDP goal setting with Unit objectives, and monitoring, including monitoring performance management resolution.
- Be responsible for quality control across all practice areas, working closely with Managers and Team Leaders who are responsible for delivering the results in each practice area.
- Provide leadership to the Test and Deployment team to increase maturity, drive high quality services and deployment methods, including embedding test automation as standard practice.
- Be the main interface between the IT Unit and the organisational functions of risk, performance, and external audit.
- Support the Unit communications strategy, both within the IT Unit and with external stakeholder, to maximise staff engagement and customer satisfaction with services.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Communicate strategy, vision and direction of the unit, and manage change for the team to be an exemplar in the delivery to the business • Ensure that team members have the necessary tools and resources to achieve business objectives, priorities and outputs. • Ensure the function is consistently working collaboratively with other Council Units and Groups in the delivery of operational and strategic outputs.
Digital Strategic Alignment and Assurance	<ul style="list-style-type: none"> • Ensure unit delivery activities and investment are in line with the objectives of organisational digital strategies, and related strategies that are more unit specific • Responsible for working with CIO to determine unit goals and targets, and monitoring. • Responsible for monitoring risk management activities across the unit, and reporting exceptions to CIO. • Brokers assurance activities across the unit, including engaging provider for independent quality assurance, Post implementation reviews, and general health check and assurance reporting. • Ensure the unit business continuity plan is current, communicated and tested • Monitor practices across the unit to baseline current maturity, and monitor maturity improvement programmes for each practice.
Cyber Security Programme and Operations	<ul style="list-style-type: none"> • Develop the Cyber Security maturity improvement work programme. • Delivery of programme initiatives to increase maturity to agreed targets. • Ensure best practice operational security monitoring and reporting in place. • When appropriate, work with specialist security providers to support security improvement programme, operational security monitoring, and incident management. • Work closely with the Risk and Audit team on Cyber Security reporting, and risk management. • Broker independent security audits for project, platform, and services.
Testing and Deployment	<ul style="list-style-type: none"> • Lead the Testing and Deployment team's maturity improvement programme. • Ensure best practice frameworks are in place for test and deployment practices that maximise service quality and minimise deployment risk. • Champion the use of test automation practices, reduce testing overhead, increase service quality and drive cost savings.
Operational Management	<ul style="list-style-type: none"> • Ensure that the processes and supporting standards and principles are documented to a meaningful level that guides the quality of the work carried out by IT staff, and continuously update these so that they reflect industry best practice and improvement suggestions made by IT staff • Ensure IT staff are trained so that they can repeatedly apply the processes to the specified standards and principles. • Develop a competency standards matrix and work with Managers to produce development plans for increasing staff competency levels

Key Areas Of Accountability

	<ul style="list-style-type: none"> • Conduct systematic compliance audits using best practice techniques focusing on high risk areas, ensuring all teams consistently comply with the quality standards and recurring non-compliance is minimised • Be responsible for the Unit communication strategy, both within the unit and for external stakeholder. • Establish targets and monitor financial results to meet Digital Assurance deliverables. • Identify emerging issues and resolve at earliest opportunity. Escalate issues that are identified as a risk to Council. • Develop and maintain sound working relationships with internal customers and stakeholders to create service level agreements and defines the service level metrics to evaluate performance. • Ensuring collaboration and effective relationship management with key stakeholders and customers to understand business needs and translate them into technology capabilities (working closely with other Units as the customer interface). • Develop and maintain effective relationships and communication with peer managers within the IT Unit and the rest of the Council to foster collaborative leadership. • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both locally and nationally, including counterparts in other government agencies, and private industry representatives.
Customer Focus	<ul style="list-style-type: none"> • Lead and instil a culture of customer focused thinking and operating within the Unit. • Work collaboratively with peers to ensure that decisions are made with the customer in mind. • Lead the teams to deliver a customer focused end-to-end process for Digital Assurance
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ TBC
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:

Internal	Nature of the Relationship
Chief Information Officer	Reports to
Senior Managers in the IT Unit	Peer relationship, liaise and collaborate with to deliver IT strategy
Digital Assurance function	Leadership, mentoring and advice
IT Unit staff	Leadership, mentoring and advice
Council wide Leaders and Managers	Provide advice and work collaboratively with
Customers, key internal stakeholders	Provide advice as an escalation point as required
External	Nature of the Relationship
Key external stakeholders / Customer Advisory Group	Partnership

Service Providers	Procurement of products and services including provision of strategic and technical leadership
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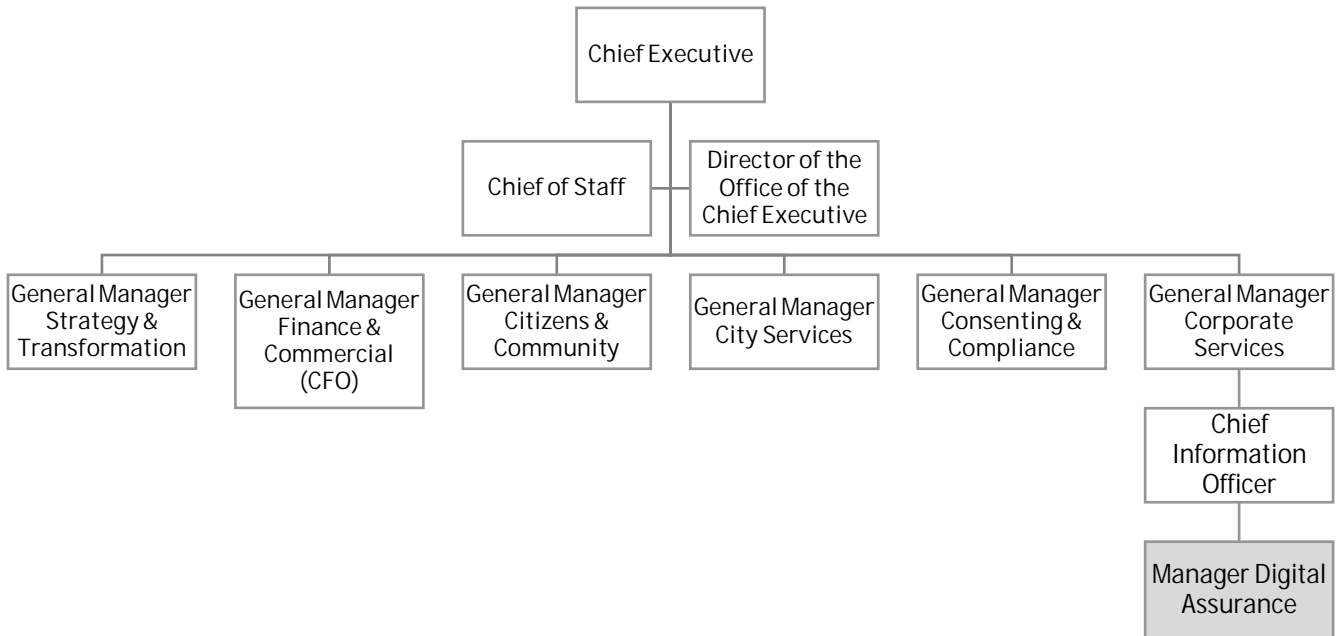
Formal Qualifications and Training	Required	Desirable
Professional qualification in IT related discipline e.g. Information Management, Computer Science or other discipline with extensive experience in information technology	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 12 years' experience in IT, with at least 5 years' experience in strategic planning, assurance, practice leadership, and business management.	✓	
At least 5 years' experience in a leadership role in a large organisation leading leaders	✓	
Proven technical experience leading in the areas of quality, security, risk, performance, business continuity, best practice frameworks, and controls	✓	
Proven experience in an assurance function, within a diverse and complex information management and technology function.	✓	
Expertise and/or extensive knowledge of information management and technology disciplines, including latest development in information management and technology practices.	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
Focus on Results <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
Planning & self-management <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
Partnerships & consultation	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 		
<p>Strategic focus</p> <ul style="list-style-type: none"> • Ensures customer feedback is provided to the organisation to help shape the future of services provided. • Explains and enhances the team’s understanding of Council priorities, challenges and external influences. • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Manager Digital Platform	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Chief Information Officer	DIRECT REPORTS: 6 direct, 54 indirect
LOCATION: Any Council Location	DATE: September 2019

Purpose of the position:

This role is responsible for the strategic leadership of the Digital Platform function to ensure the unit has a holistic technology strategy across all of the Digital Platform capability. This role is also responsible for maximising value from the delivery team including delivery of technical solutions, providing 2nd level support for business applications, and implementation of modern delivery practices, including driving the flow of technical solutions, people leadership, and building strong delivery teams. The role provides professional evaluation of new technologies and products, and expertise on vendor evaluations, contract negotiations, and procurement management. The role will:

- Ensure platform managers connect their platform strategies, roadmaps, and delivery frameworks across teams and work cohesively to deliver innovative strategies and ensure successful and efficient delivery.
- Ensure a current and complete catalogue of the Digital Platform technology is available for the unit to use when brokering and designing solutions for customers
- Ensure collaboration with key stakeholders and customers to understand business needs and translate them into technology capabilities, and platform roadmaps
- Play a key role to define and articulate the IT strategy that supports and compliments the requirements of the business.
- Maintain a full Digital Platform life cycle perspective, and work to balance short-term achievements with long term goals, such as minimising technical debt while maximising resiliency.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Build and maintain high performing customer focussed teams that deliver quality technical solutions. Implement and evolve technical practices and development standards that drive delivery and quality • Communicate strategy, vision and direction of the unit, and manage change for the team to be an exemplar in the delivery to the business • Ensure that team members have the necessary tools and resources to achieve business objectives, priorities and outputs. • Ensure the function is consistently working collaboratively with other Council Units and Groups in the delivery of operational and strategic outputs.
<p>Digital (Technology) Platform Strategy leadership</p>	<ul style="list-style-type: none"> • Lead the Council's overall Digital Platform (Technology) Strategy, comprising of several sub-Platform capability components. • Ensure planning and dependencies across sub-platforms is well planned, documented, and communicated to stakeholder. • Broker and champion investments required for the Digital Platform, with best practice prioritisation frameworks, which demonstrate values and benefits to the citizen and business. • Progress opportunities to rationalise technology to standardise and reduce costs. • Maintain a full Digital Platform life cycle perspective, and work to balance short-term achievements with long term goals, and associated investment strategy.
<p>Strategic Relationships</p>	<ul style="list-style-type: none"> • Develop and maintain sound working relationships with internal customers, stakeholders, and technology partners to create service level agreements and defines the service level metrics to evaluate performance. • Ensuring collaboration and effective relationship management with key stakeholders, customers, and technology partners to understand business needs and translate them into technology capabilities (working closely with other Units as the customer interface). • Ensuring Unit collaboration with key stakeholders and technology partners to evaluate the new technology offering for integration with the organisation's current systems. • Develop and maintain effective relationships and communication with peer managers within the IT Unit to foster collaborative leadership. • Develop and maintain networks and partnerships with key stakeholders both locally and nationally, including counterparts in other government agencies, and private industry representatives.
<p>Operational Management</p>	<ul style="list-style-type: none"> • Lead the operational planning processes for the team ensuring the alignment of key areas of focus. • Establish targets and monitor financial results to meet Digital Platform deliverables. • Identify opportunities for enhancing/leading the organisational digital capability that are consistent with the organisation's vision and Strategies • Ensure that IT activities are appropriately defined, priorities agreed, and activity is well managed and supported. • Work with other department Managers within the IT Unit to create a flexible environment that will ensure staff are deployed in the area of greatest demand.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Ensure market analysis and research is conducted to identify new product and services offerings for effective contract negotiation. • Identify emerging issues and resolve at earliest opportunity. Escalate issues that are identified as a risk to Council. • Creates and implements a catalogue of technology services and oversees the management and delivery of technology products to bring them all together under categories.
Customer Focus	<ul style="list-style-type: none"> • Lead and instil a culture of customer focused thinking and operating within the Unit. • Work collaboratively with peer managers to ensure that decisions are made with the customer in mind. • Lead the Digital Platform Team to deliver a customer focused end-to-end process for Digital Platform.
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$TBC
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Chief Information Officer	Reports to
Senior Managers in the IT Unit	Peer relationship, liaise and collaborate with to deliver IT strategy
Digital Platform Function	Leadership, mentoring and advice
IT Unit staff	Leadership, mentoring and advice
Council wide Leaders and Managers	Provide advice and work collaboratively with
Customers, key internal stakeholders	Provide advice as an escalation point as required
External	Nature of the Relationship
Key external stakeholders / Customer Advisory Group	Partnership
Service Providers	Procurement of products and services including provision of strategic and technical leadership

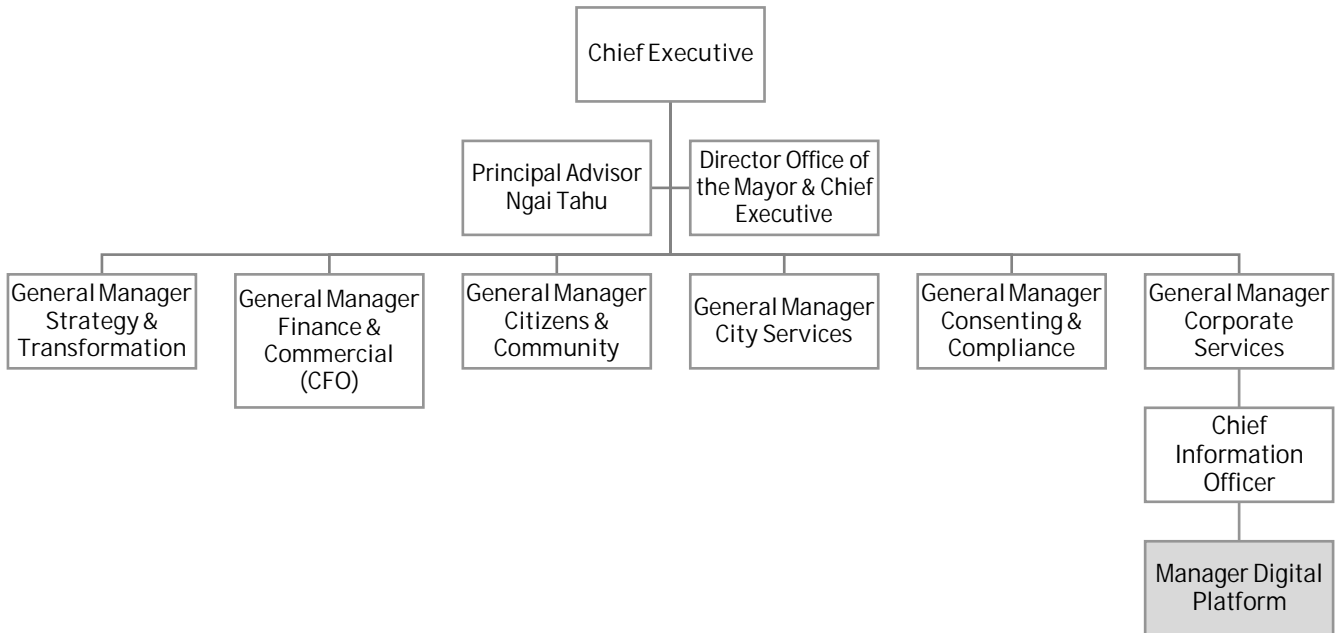
Formal Qualifications and Training	Required	Desirable
Professional qualification in IT related discipline e.g. Information Management, Computer Science or other discipline with extensive experience in information technology	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 12 years' experience in IT, with 5 years' experience as Chief Technology Officer, Digital Platform or Product owner	✓	
At least 5 years' experience in a leadership role in a large organisation leading leaders	✓	
Proven experience and achievement in managing a diverse information management and technology function in a complex environment	✓	
Proven experience in the delivery of innovative strategies, successful and efficient continuous improvement delivery as a creative technologist.	✓	
Expertise and/or extensive knowledge of information management and technology disciplines, including latest development in information management and technology practices.	✓	
<p>Leadership</p> <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
<p>Planning & self-management</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
Strategic focus	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Ensures customer feedback is provided to the organisation to help shape the future of services provided. • Explains and enhances the team's understanding of Council priorities, challenges and external influences. • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 		

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Manager Digital Service Operations	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Chief Information Officer	DIRECT REPORTS: 7 direct, 32 indirect
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This role is responsible for strategic leadership of the Digital Service Operations and Programmes, across the Council IT Infrastructure and IT Operational Support services. The role will lead the establishment and delivery of Councils Digital Workplace programme, and infrastructure and networks renewals programmes. The role will:

- Ensure delivery programmes, services, and support are in place for; data network, private and public cloud infrastructure and communications services, and best practice operations of incident and request support services.
- Identify, recommend, develop, implement and support cost effective technology services for IT Infrastructure, end user devices, data networks and communication services, and ensuring alignment with Council needs and expectations
- Lead the service desks which are responsible for incident management and service requests, utilising best practice frameworks.
- Ensure consistency and collaboration across teams to work cohesively to deliver innovative services through best practice delivery frameworks.
- Ensuring collaboration with key stakeholders, customers, and technology partners to understand business needs and translate them into technology service capabilities

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development.

Key Areas Of Accountability

	<ul style="list-style-type: none"> • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Communicate strategy, vision and direction of the unit, and manage change for the team to be an exemplar in the delivery to the business • Ensure that team members have the necessary tools and resources to achieve business objectives, priorities and outputs. • Ensure the function is consistently working collaboratively with other Council Units and Groups in the delivery of operational and strategic outputs.
Strategic Relationships	<ul style="list-style-type: none"> • Develop and maintain sound working relationships with internal customers and stakeholders to create service level agreements and define the service level metrics to evaluate performance. • Ensuring collaboration and effective relationship management with key stakeholders and customers to understand business needs and translate them into technology capabilities • Ensuring Unit collaboration with key stakeholders to evaluate the new technology offering for integration with the organisation's current systems. • Develop and maintain effective relationships and communication with peer managers within the IT Unit and the rest of the Council to foster collaborative leadership. • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both locally and nationally, including counterparts in other government agencies, and private industry representatives.
Programme Strategy and Delivery	<ul style="list-style-type: none"> • Establish and maintain programme strategy and vision, with clear roadmaps on delivery programme and investment requirements. • Lead the modern digital workplace programme, and Infrastructure renewal and replacement delivery programme. • Keep current with emerging technology and services, to ensure effective delivery to Council's Organisational Digital Strategy, and opportunities for innovation and efficiency are actively sought, and integrated into programmes
Operational Management	<ul style="list-style-type: none"> • Establish, maintain, and support technical infrastructure and data network solutions in line with council requirements covering design, development, and procurement /sourcing and partnering with suppliers/vendors. • Effective capacity management in place for infrastructure to ensure minimal service disruptions, and costs. • Infrastructure monitoring in place including security monitoring and incident management frameworks. • Define, monitor and manage service agreements. Periodically review the overall performance of suppliers, compliance to contract requirements and value for money • Monitor the IT infrastructure and related incidents and ensure we provide a resilient and efficient operations of the Council's data network, service infrastructure, private and public clouds, and end user devices. • Manage infrastructure assets in line with laws and regulations, technical and business requirements, vendor specifications, and health and safety guidelines. • Achieve increased productivity and minimise disruption through quick resolution of user queries, incidents, and service requests. • Provide sufficient information about service assets to enable the service to be effectively managed, assess the impact of changes and deal with service incidents.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Provide the knowledge required to support all staff in their work activities and for informed decision making and enhanced productivity. • Establish targets and monitor financial results to meet Digital Services deliverables. • Work with other department Managers in within the IT Unit to create a flexible environment that will ensure staff are deployed in the area of greatest demand. • Identify emerging issues and resolve at earliest opportunity. Escalate issues that are identified as a risk to Council.
Customer Focus	<ul style="list-style-type: none"> • Lead and instil a culture of customer focused thinking and operating within the Unit. • Work collaboratively with peer managers to ensure that decisions are made with the customer in mind. • Lead the Team to deliver a customer focused end-to-end process for Platform.
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ TBC
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Chief Information Officer	Reports to
Senior Managers in the IT Unit	Peer relationship, liaise and collaborate with to deliver IT strategy
Digital Platform Function	Leadership, mentoring and advice
IT Unit staff	Leadership, mentoring and advice
Manager Digital Assurance	Partner to ensure alignment with Organisational strategy and best practice standards
Customers / key stakeholders in Council Business Units	Ensure provision of service to, provide advice as an escalation point as required
External	Nature of the Relationship
Service Providers	Procurement of products and services including provision of strategic and technical leadership
Partner Agencies	Negotiate and manage partner performance

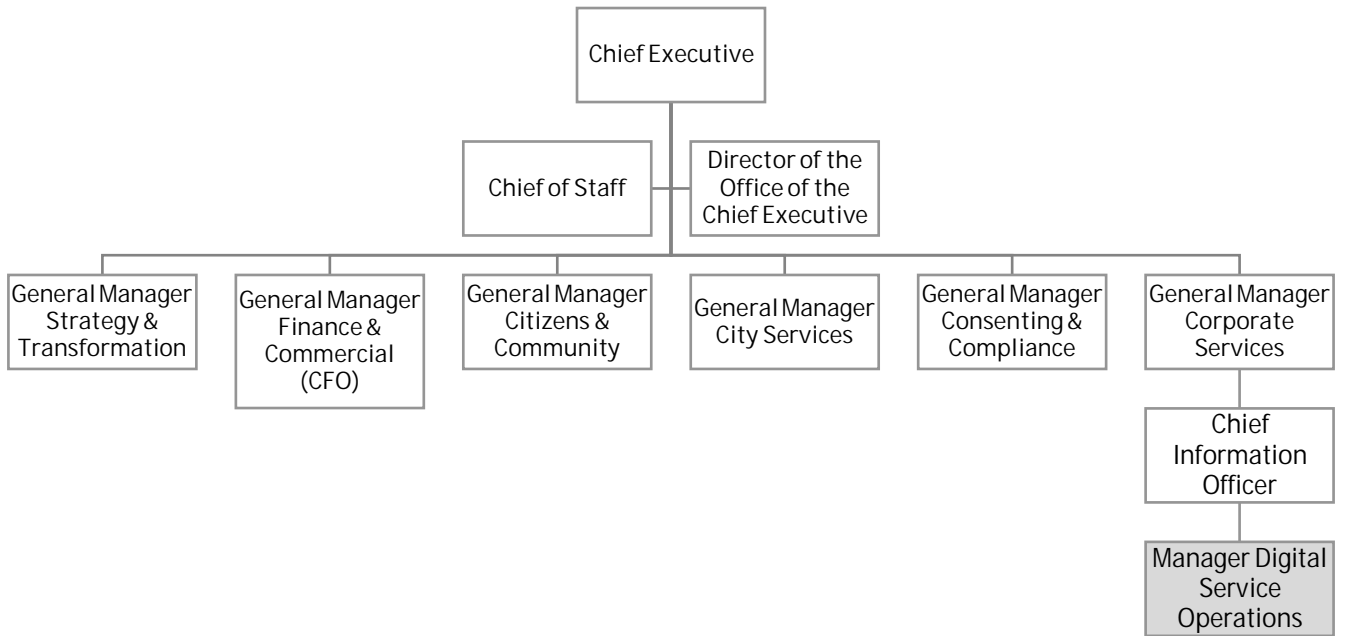
Formal Qualifications and Training	Required	Desirable
Professional qualification in IT related discipline e.g. Information Management, Computer Science or other discipline with extensive experience in information technology	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
At least 12 years' experience in IT, with 5 years' experience in Technical Infrastructure, Service Management, Cloud Service Integration and Management.	✓	
At least 5 years' experience in a leadership role in a large organisation leading leaders	✓	
Proven experience and achievement in managing a diverse information management and technology function in a complex environment	✓	
Expertise and/or extensive knowledge of information management and technology disciplines, including latest development in information management and technology practices.	✓	
<p>Leadership</p> <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
<p>Planning & self-management</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
<p>Strategic focus</p> <ul style="list-style-type: none"> Ensures customer feedback is provided to the organisation to help shape the future of services provided. Explains and enhances the team's understanding of Council priorities, challenges and external influences. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 		

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Manager Digital Solutions	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Chief Information Officer	DIRECT REPORTS: 7 direct, 15 indirect
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This role is responsible for strategic leadership of the Digital Solutions function, being the function that brokers digital solution delivery between the customer and the IT Unit delivery and support functions. The role provides expert evaluation of new solutions, while providing a collaborative approach to ensure that Council technology solutions are aligned to the organisational digital strategy, and delivering value to our customers to support them achieving their business objectives. The role will:

- Lead the Digital Solution Business Partners, and Service Owners, to saturate themselves within the business units to fully understanding their digital technology requirements, and broker short term and long term solutions to meet their requirements.
- Create a culture within the Digital Solution team of partnering and coaching with the business on digital ways of working, and solution options to transitional greater alignment with the organisational digital strategy.
- Actively communicate the overall IT Unit delivery programme and initiatives, so there is greater organisational awareness of overall IT Unit activities and priorities, and proactively manage expectation of customer demand and actual achievability within parameters.
- Lead the Business Analyst and Solution Architecture teams, to ensure high maturity of best practice frameworks.
- Responsible for proactive and cohesive engagement between the Digital Solutions Team and the Digital Platforms and Digital Services Operation teams, to broker solutions for the customer that align with expectations, and solution and services available.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Communicate strategy, vision and direction of the unit, and manage change for the team to be an exemplar in the delivery to the business • Ensure that team members have the necessary tools and resources to achieve business objectives, priorities and outputs. • Ensure the function is consistently working collaboratively with other Council Units and Groups in the delivery of operational and strategic outputs.
<p>Strategic Relationships and Customer Focus</p>	<ul style="list-style-type: none"> • Develop and maintain sound working relationships with internal customers and stakeholders to understand digital solutions and service level agreements requirement and expectations. • Development of stakeholder matrix and engagement frameworks, which are actively used across the Digital Solution team • Actively coaching the customer on what is possible with digital enablement, and champion their interest and alignment with the organisational digital strategy. • Business capability mapping that draws out customers digital information and technology enablement requirements, so the IT Unit proactively planning investment and delivery requirements. • Develop and maintain effective relationships and communication with peer managers within the IT Unit and the rest of the Council to foster collaborative leadership, and positive outcomes for the customer • Ensuring collaboration and effective relationship management and partnering with key stakeholders and customers to understand business needs and translate them into technology capabilities (working closely with other Units as the customer interface). • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both locally and nationally, including counterparts in other government agencies, and private industry representatives. • Lead and instil a culture of customer focused thinking and operating within the Unit. • Work collaboratively with peers to ensure that decisions are made with the customer in mind. • Lead the Digital Solutions team to deliver a customer focused end-to-end process for Digital Solutions development and support.
<p>Operational Management</p>	<ul style="list-style-type: none"> • Ensure suitable customer relationship management frameworks and tools in place to capture interaction with our customers, draw out themes, and proactively manage customer expectation. • Actively seek feedback from customer on their experiences with the IT Unit, and broker continuous improvements initiatives to increase customer satisfaction. • Lead, develop and deliver best practice frameworks that support the practices of Solution Architecture and Business Analysis. • Ensure Solution Architect team have active engagement with the Digital Platform team, so current and possible solution components are fully understood and documented.

Key Areas Of Accountability

	<ul style="list-style-type: none"> • Ensure solution design follows best practice frameworks, with sufficiently robust discovery, design, and pre-planning, with delivery of solution meeting customer expectation and funding parameters. • Ensure the Best practice business analysts frameworks in place and consistently used, including brokering business case development with and for the customer. • Look for opportunities taken to better align customer on a common capability. • Lead the active promotion and awareness campaigns of IT Unit successes, overall work programme so customer feel connected to IT and visibility of Organisational Digital Strategy objectives being progressed. • Ensure Team leaders connect their frameworks across teams and work cohesively to deliver innovative strategies and ensure delivery of frameworks. • Lead the operational planning processes for the team ensuring the alignment of key areas of focus, and resource management • Define, monitor and manage service agreements. Periodically review the overall performance of suppliers, compliance to contract requirements and value for money • Establish targets and monitor financial results to meet Digital Solutions deliverables. • Identify emerging issues and resolve at earliest opportunity. Escalate issues that are identified as a risk to Council. • Ensure Unit collaboration with key stakeholders to evaluate the new technology offering for integration with the organisation's current systems.
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ TBC
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:

Internal	Nature of the Relationship
Chief Information Officer	Reports to
Senior Managers in the IT Unit	Peer relationship, liaise and collaborate with to deliver IT strategy
Digital Platform Function	Leadership, mentoring and advice
IT Unit staff	Leadership, mentoring and advice
Council wide Leaders and Managers	Provide advice and work collaboratively with
Customers, key internal stakeholders	Provide advice as an escalation point as required
External	Nature of the Relationship
Key external stakeholders / Customer Advisory Group	Partnership
Service Providers	Procurement of products and services including provision of strategic and technical leadership

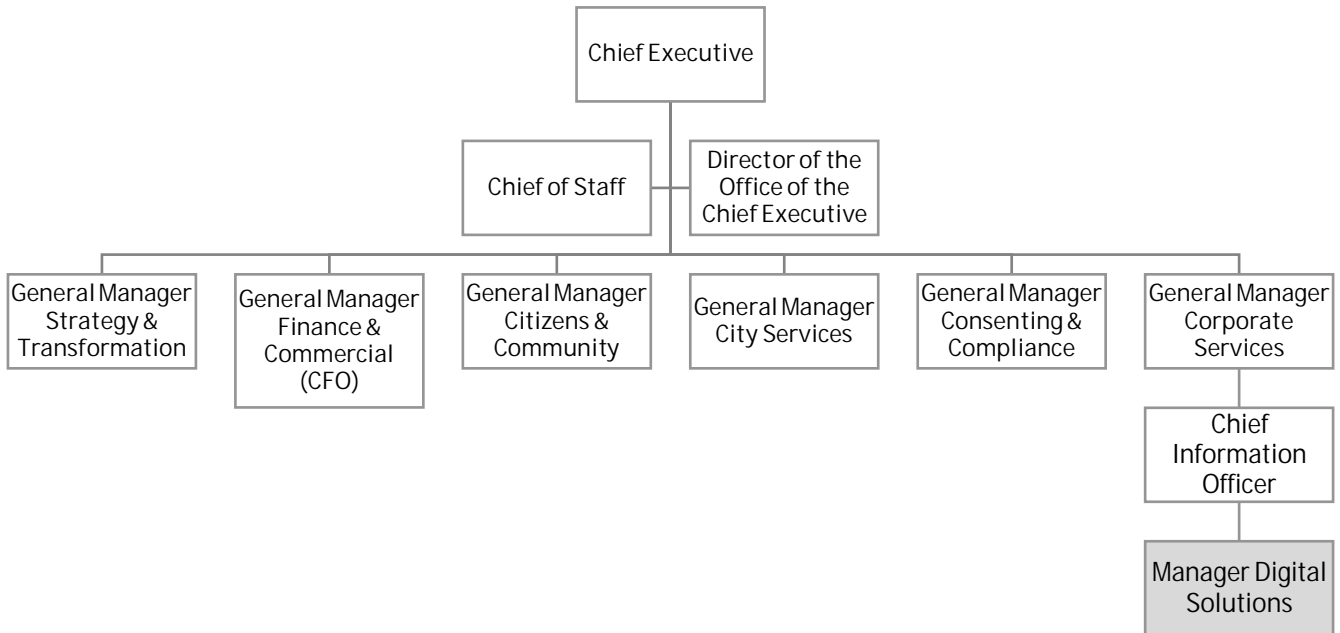
Formal Qualifications and Training	Required	Desirable
Professional qualification in IT related discipline e.g. Information Management, Computer Science or other discipline with extensive experience in information technology	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 12 years' experience in IT, with 5 years' experience as a senior service delivery manager.	✓	
At least 5 years' experience in a leadership role in a large organisation leading leaders	✓	
Proven experience in digital technology account management and successfully brokering the expectations of customers being delivered.	✓	
Proven experience and achievement in managing a diverse information management and technology function in a complex environment	✓	
Expertise and/or extensive knowledge of information management and technology disciplines, including latest development in information management and technology practices.	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
Focus on Results <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
Planning & self-management <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
Partnerships & consultation <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 		
<p>Strategic focus</p> <ul style="list-style-type: none"> • Ensures customer feedback is provided to the organisation to help shape the future of services provided. • Explains and enhances the team’s understanding of Council priorities, challenges and external influences. • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Manager Eco System Platform	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Platform	DIRECT REPORTS: 10
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This role is responsible for the strategic leadership and active management of the Eco Systems Platform throughout its lifecycle in order to address stakeholder needs and generate the greatest possible value for the Citizen and business. The role will:

- Lead the Eco System Platform Strategy for the product categories that include MuleSoft, and other Integrations technologies, aligning to the overall Digital Platform Strategy and organisational business requirements
- Lead, develop and deliver programmes of work within the platform ensuring it aligns to the overall Digital Platform Strategy.
- Manage effectively delivery methods transitioning from project to product management frameworks, ensuring appropriate Platform Roadmaps, resourcing in place to develop, deliver and support IT services and products to meet the needs of a business.
- Develop and explore technology, digital ways of working, specific techniques, methodologies, products or application areas, for the purposes of providing specialist advice.
- Progress opportunities to rationalise technology to standardise and reduce costs.
- Ensure the management of performance of systems and services in terms of their contribution to business performance and their financial costs and sustainability.
- Ensure the development of continual service improvement plans to ensure the IT platform adequately supports business needs

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development.
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Ensure that team members have the necessary tools and resources to achieve business objectives, priorities and outputs. • Ensure the Platform function is consistently working collaboratively with other Council Units and Groups in the delivery of operational and strategic outputs.
Platform Strategy and Programme	<ul style="list-style-type: none"> • Lead the Eco Systems Platform Strategy, comprising of several product capability components, related to the Platform category. • Ensure planning and dependencies across platforms components is well planned, documented, and communicated to stakeholders. • Broker and champion investments required for the Platform, with best practice prioritisation frameworks, which demonstrate values and benefits to the citizen and business. • Progress opportunities to rationalise technology to standardise and reduce costs. • Maintain a full Platform life cycle perspective, and work to balance short-term achievements with long term goals, and associated investment strategy. • Develop and implement delivery programmes aligned to the platform strategy and ensuring connection across digital platform functions. Working with key providers around future focus of products within the platform • Anticipates changes in customers' requirements, adapts the platform, and creates platform retirement and transitioning strategies.
Operational management	<ul style="list-style-type: none"> • Lead the operational planning processes for the team ensuring the alignment of key areas of focus. • Establish targets and monitor financial results to meet Eco Systems Platform deliverables. • Work with other Managers within the IT Unit to create a flexible environment that will ensure staff are deployed in the area of greatest demand. • Ensure platform performance is proactively monitored, and incident and service requests activities meet Service Level Agreement (SLA) expectations. • Best practice platform escalation and support framework in place, and resourced effectively. • Identify emerging issues and resolve at earliest opportunity. Escalate issues that are identified as a risk to Council. • Ensure the management of performance of systems and services in terms of their contribution to business performance and their financial costs and sustainability. • The development of continual service improvement plans to ensure the platform adequately supports business needs. • Researches suppliers and markets, and maintains a broad understanding of the commercial environment, to inform and develop strategies and sourcing plans. • Negotiates with potential partners and suppliers, developing acceptance criteria and procedures and manages suppliers performance and levels of service for the line of business platform • Investigates and manages the adoption of appropriate tools, techniques and processes (including automation) for the management of systems and services for the platform.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Identifies and manages the resources necessary for all stages (planning, estimation, execution) of solution development projects, ensuring that technical, financial and quality targets are met.
Specialist advice	<ul style="list-style-type: none"> Actively maintains recognised expert level knowledge in one or more identifiable business systems platforms, and provides definitive and expert advice in their specialist area. Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. Supports and promotes the development and sharing of specialist knowledge within the organisation.
Customer focus	<ul style="list-style-type: none"> Lead and instil a culture of customer focused thinking and operating within the Unit. Work collaboratively with peers to ensure that decisions are made with the customer in mind. Lead the Team to deliver a customer focused end-to-end process for the Eco System Platforms.
Health & Safety	<ul style="list-style-type: none"> Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ TBC
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Platform	Reports to
Senior Managers in unit	Provide information to, liaise with
Colleagues	Peer relationship, collaborate with
Leaders and specialists in the IT Unit	Share information and collaborate with
Team members	Leadership, mentoring and advice
Customers / key stakeholders in Council Business Units	Ensure provision of service to, provide advice as an escalation point as required
External	Nature of the Relationship
Platform vendors / suppliers	Partnership

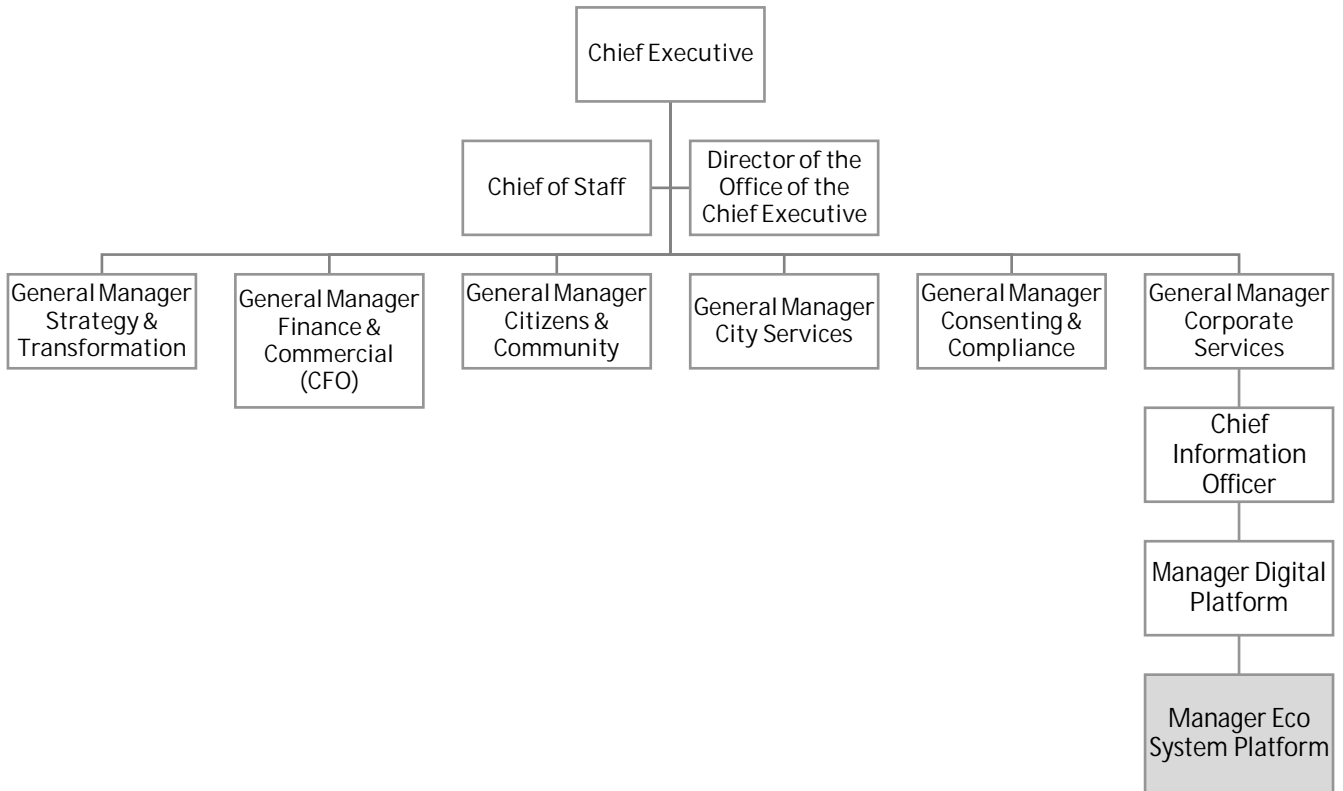
Formal Qualifications and Training	Required	Desirable
Professional qualification in IT related discipline e.g. Information Management, Computer Science or other discipline with extensive experience in information technology	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
At least 10 years' experience in IT, with 5 years' experience as a product owner, account manager or service delivery manager.	✓	
At least 5 years' experience in a leadership role	✓	
Experience as a Platform owner		✓
Experience with Integrations Platforms, specifically Mulesoft product.		✓
Sound knowledge and experience on ITIL and COBIT processes and their implementation	✓	
Information platform management, contract negotiation and supplier management experience	✓	
Expertise and/or extensive knowledge of information management and technology disciplines, including latest development in information management and technology practices.	✓	
Expertise and/or extensive technical knowledge and experience of integration platform technology disciplines, including the latest developments in integration technology practices and systems	✓	
<p>Leadership</p> <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
<p>Planning & self-management</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 		
<p>Strategic focus</p> <ul style="list-style-type: none"> • Ensures customer feedback is provided to the organisation to help shape the future of services provided. • Explains and enhances the team's understanding of Council priorities, challenges and external influences. • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 	✓	
<p>Embracing change</p> <ul style="list-style-type: none"> • Leads and owns change to deliver improvements for customers/communities. • Is proactive in explaining reasons for changes to their team. • Emphasises the importance of being curious and adaptable in order to improve. • Plans for the implementation of change and considers all aspects; customer, finance, people, process and technology. • Conveys enthusiasm and drive to implement change and is supportive of team members. • Monitors the impact of change and takes appropriate action to make it a positive experience. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Ensures all team members deliver excellent service. • Ensures that those who deliver an internal service view staff as customers. • Establishes constructive relationships with customers and is able to broach and resolve disagreements. • Seeks first hand customer information and stays 'in touch' with front-line needs and issues. • Adapts team processes to be customer-centred, within existing budgets. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Manager Information Management	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Chief Information Officer	DIRECT REPORTS: 7 direct, 40 indirect
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The Manager will ensure the corporate systems, of which they are the business owner, are continuously meeting the objectives of the business by performing centralised tasks, training and educating staff and continuously improving the process. This role will be the central hub within IT that provides pan-Council information that helps Heads of Units pinpoint how they can improve their business in the context of the council as a whole. They will work collaboratively with Business Units to hypothesise and flesh out potential opportunities to improve business performance in the context of the council as a whole, and based on modelling performed, present insights to Heads of Units.

As a Manager is the dedicated single point of contact for their assigned Heads of Units, their role is to be a service broker that provides easy access to insights for solving major business challenges. The Manager will work collaboratively with the Manager Digital Assurance to ensure they comply to the IT quality standards.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Is a role model for IT culture supporting the Council Digital Strategy, and ensures that staff exhibit the desired behaviours aligned to our shared values.
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Key Areas Of Accountability	
Operate Corporate Systems	<ul style="list-style-type: none"> • Perform centralised advanced tasks - Respond to requests for geographical information system (GIS) and electronic document management (currently TRIM) systems in order to perform advanced tasks on behalf of the business, particularly; <ul style="list-style-type: none"> ○ GIS: Perform complex and advanced analytics, and data modelling tasks for business, providing GIS data to external agencies through a web service or hard drive packages ○ TRIM: Creating folder structures, retrieval of offsite physical records, disposal & archiving of records, make property/building records available to the public • Train and educate users – Train staff in operating these systems so that they can easily use the systems and are satisfied the systems meet their needs • Identify continuous process improvement to enhance user experience – Ensure the systems continue to meet the objectives of the business by identifying issues and developing solutions to enhance the user experience • Translate improvements into high level requirements – Convert the improvement suggestions into high level requirements by identifying the customer needs satisfied by the improvement
Model and Report Insights	<ul style="list-style-type: none"> • Hypothesise potential opportunities for improvement – Apply experience and knowledge of the business to theorise issues that represent improvement opportunities for the business • Flesh out hypotheses with the business & gain approval to continue – Articulate hypotheses to illustrate the improvement opportunities and benefits to the business and agree on finalised set of hypotheses. Ensure the imagination of the business is fully engaged from the outset and they see themselves as working in partnership with IT • Define data sources & collect data – Look at pan-Council data sources to define the relevant data needed to prove or disprove hypotheses. Gather and integrate the data in order to feed into the analysis • “Slice and dice” organisation wide data to create insights – Model and analyse data to create information that answers questions raised in hypotheses and develop insights on the nature of the opportunity. Quantify the cost and benefit of the opportunity. • Test insights & assumptions with the key people within the Council – Identify people throughout the Council with specialist knowledge relevant to the insights identified. Explain the analysis approach and assumptions to test accuracy with them • Present insights to CIO with other Managers – Gain buy in from Heads of Units by presenting insights defining and highlighting how the insights pinpoint improvement opportunities for the business
Partner, Integrate and Support the development of core data sets and systems	<ul style="list-style-type: none"> • Partner - Regularly engage to keep the business informed, and understand business unit IT needs and agree best way to meet needs • Integrate - Plan, initiate & monitor projects, build / buy and configure systems & populate data, connect apps & devices to data sets & systems, and Implement & handover solutions • Support - Resolve transferred support requests, and monitor & close support requests
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ TBC

Key Areas Of Accountability	
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Chief Information Officer	Reports to
Senior IT leaders	Collaborate and liaise with
Manager Digital Assurance	Partner to ensure alignment with Organisational strategy and best practice standards
Manager IT Programme & Planning	Negotiate levels of funding Partner to ensure compliance to programme delivery standards
Manager Planning & Performance	Dotted reporting line. Negotiating IT strategic direction
Heads of Units	Negotiating business improvement plan and associated IT plan and priorities. Facilitating business case development and benefits monitoring Negotiating changes to project (time, budget, scope) Negotiating solution design and deployment options
Users of systems	Provision of systems, support and information to
External	Nature of the Relationship
IT suppliers	Negotiate contracts and manage performance
Third parties and Government agencies	Negotiate solution design and support options

Formal Qualifications and Training	Required	Desirable
Degree in Information Management or, Business, Computer Science or related discipline	✓	
Scrum product owner training	✓	
Scrum master		✓
Better Business case certified	✓	

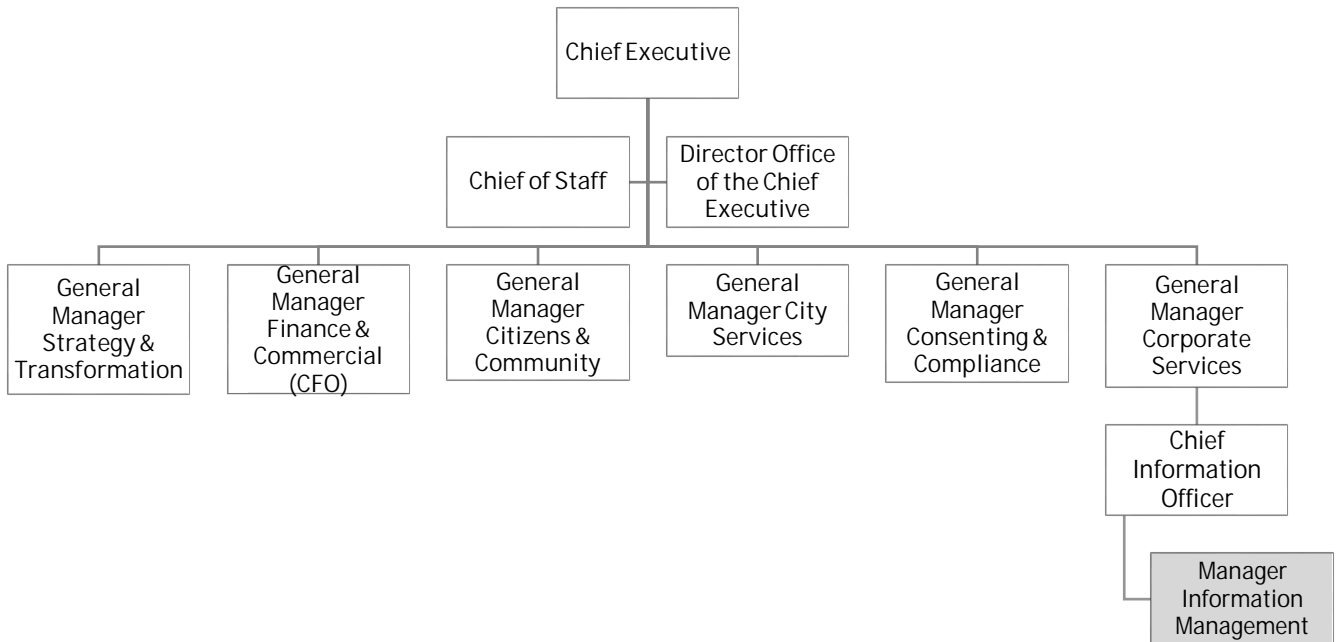
Key Experience/Knowledge/Skills/Competencies	Required	Desirable
At least 12 years' experience in strategic planning, business management, corporate leadership, and financial decision-making	✓	
At least 5 years in a leadership role within a large organisation	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<p>Leadership</p> <ul style="list-style-type: none"> • Leads team by providing direction, motivation, coaching and supporting staff. • Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. • Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. • Provides opportunities for others to develop their leadership. • Facilitates the creation of a safe and healthy work environment. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Ensures all team members deliver excellent service. • Ensures that those who deliver an internal service view staff as customers. • Establishes constructive relationships with customers and is able to broach and resolve disagreements. • Seeks first hand customer information and stays 'in touch' with front-line needs and issues. • Adapts team processes to be customer-centred, within existing budgets. 	✓	
<p>Partnerships & Consultation</p> <ul style="list-style-type: none"> • Identifies and builds key partnerships and relationships with stakeholder groups. • Is able to establish common ground, get cooperation and manage differences of opinion. • Builds relationships with Maori communities and engages with confidence. • Promotes an understanding of the cultural diversity of the community. • Actively engages in consultation process where required and monitors effectiveness. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Ensures customer feedback is provided to the organisation to help shape the future of services provided. • Explains and enhances the team's understanding of Council priorities, challenges and external influences. • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Sets clear goals, expectations and assigns responsibility for tasks and decisions. • Leads calmly, maintaining focus on the goals. • Manages resources effectively to achieve results. • Regularly monitors team and individual progress and celebrates success. • Recognises progress and high performance. 	✓	
<p>Planning & self-management</p>	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 		

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Manager IT Programme & Planning	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Chief Information Officer (CIO)	DIRECT REPORTS: 4 direct, 12 indirect
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

- Responsible for developing and monitoring the Information Technology and Digital Service investments, in line with the Council Organisational Digital Strategy, digital optimisation and transformation initiatives, while taking into consideration different investment categories and the resources and funding parameters.
- Evaluate, prioritise and balance investment in programmes, projects and services, managing demand within resources and funding parameters based on their alignment with strategic objectives, Council benefits, costs, and risk.
- Define an appropriate investment mix based on cost, alignment with Council Organisational Digital Strategy, and financial measures such as implementation and operational costs, and expected return on investment (ROI) throughout the full economic life cycle.
- Foster a partnership between the IT Unit and Council Stakeholders to enable the effective and efficient use of IT-related resources. Provide transparency and accountability of cost and business value of solutions and services. Enable the Council to make informed decisions regarding the use of their IT solutions and services.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Is a role model for IT culture supporting the Council Digital Strategy, and ensures that staff exhibit the desired behaviours aligned to our shared values.
Benefits delivery	<ul style="list-style-type: none"> • Understand the Council's strategic business plans and ensure that these align with the Council Digital Strategy. • Secure optimal value from IT-enablement initiatives, services and assets; cost efficient delivery of solutions and services; and a reliable and accurate picture of costs (including ongoing) and likely benefits so that business needs are supported effectively and efficiently. • Continually evaluate the portfolio of IT-enablement investments, services and assets to determine the likelihood of achieving Council objectives and delivering value at a reasonable cost. Identify and make judgement on any changes in direction that need to be given to management to optimise value creation. • Direct value management principles and practices to enable optimal value realisation from IT-enabled investments throughout their full economic life cycle. • Monitor the key goals and metrics to determine the extent to which the business is generating the expected value and benefits to the Council from IT-enabled investment and services based on the planned and current business case. Identify significant issues and consider corrective actions.
Resource optimisation	<ul style="list-style-type: none"> • Ensure that adequate and sufficient IT-related capabilities (people, process, technology, and information) are available to support Council objectives effectively at an optimal cost. Provide proactive planning of workforce requirements. • Continually examine and make judgement on the current and future need of IT-related resources, options for resourcing (including resourcing strategies) and allocation and management principles to meet the needs of the Council in the optimal manner. • Ensure the adoption of resource management principles to enable optimal use of IT resources, throughout a services economic life cycle. • Monitor the key goals and metrics of the resource management processes and establish how deviations or problems will be identified, tracked and reported for remediation.
Manage IT portfolio, programmes and projects	<ul style="list-style-type: none"> • Review and provide clarity on the Council and Organisational Digital Strategy and current services. Define an appropriate investment mix based on cost, alignment with the Council Digital Strategy, and finance measures such as cost and expected ROI over the full economic life cycle, degree of risk, inter-dependencies and type of benefit for the programmes in the portfolio. • Optimise the performance of overall portfolio of IT programmes in response to organisational IT enablement demand, service performance and changing enterprise priorities. • To develop a single IT programme of work which will enable IT to support Executive decision making and secure funding. • Determine potential sources of funds, different funding options and implications of the funding source on the investment return expectations. • Based on the overall investment portfolio mix requirements, evaluate and prioritise programme and project business cases, and decide on investment proposals. • On a regular basis, monitor and optimise the performance of the investment portfolio and individual programmes and projects throughout the entire investment life cycle. • Account for all IT assets and optimise the value provided by these assets, and manage within acceptable risk thresholds.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Manage all programmes and projects from the investment portfolio in alignment with the Council Organisational Digital Strategy and in a co-ordinated way. Initiate, plan control and execute programmes and projects, and close with post-implementation review. • Realise business benefits and reduce the risk of unexpected delays, costs and value erosion by improving communication to and involvement of business and end user, ensuring the value and quality of deliverables.
Manage budget and costs	<ul style="list-style-type: none"> • Establish and maintain a method to account for all IT-related costs, investments and depreciation as an integral part of the Council financial systems and chart of accounts to manage the investments and costs of IT. Analyse variances between forecasts and actual costs, and report using the Council's financial measurement system. • Implement a decision-making process to prioritise the allocation of resources and rules for discretionary investments by individual business units. Include the potential of external service providers and consider the buy and develop options. • Prepare a budget reflecting the investment priorities supporting strategic objectives based on the portfolio of IT-enabled programmes and IT services • Establish and use an IT costing model based on the service definition, ensuring that allocation of costs for services is identified, measurable and predictable, to encourage the responsible use of resources including those provided by service providers, while working with the CIO and finance Business Partner to plan and monitor operational budgets to ensuring alignment to overall IT Units operational budget parameters. • Implement a cost management process comparing actual costs to budgets. Cost should be monitored and reported in the case of deviations, identified in a timely manner and their impact on Council processes and services assessed.
IT Asset Management	<ul style="list-style-type: none"> • Manage IT assets throughout their life cycle to make sure that their use delivers value at optimal cost, they remain operational (fit for purpose), they are accounted for and physically protected, and those assets that are critical to support service capability are reliable and available. • Ensure best practice IT asset management framework is in place and utilised to support an active asset renewals and replacement programme, optimise costs, and application life cycle management. • Manage software licences to ensure that optimal number are acquired, retained and deployed in relation to required business usage, and the software installed is in compliance with license agreements. • Maintain an up to date and accurate record of all IT assets required to deliver services and ensure alignment with configuration management and financial management. • Manage assets from procurement to disposal to ensure that assets are utilised as effectively and efficiently as possible and are accounted for and physically protected. • Regularly review the overall asset base to identify ways to optimise costs and maintain alignment with business needs.
Relationship Management and communication	<ul style="list-style-type: none"> • Build relationships with IT customers (General Managers and Heads of Units) to understand their business strategy, objectives and challenges • Build strategic relationships with IT vendors/suppliers to understand how industry trends impact the delivery of the Council Digital Strategy. • Client request for proposal's (RFP's) – Available as a subject matter expert (SME) to consult when request for information (RFI), RFP statements are created. • Keep across relevant IT financial and programme forums and broaden networks in your field.

Key Areas Of Accountability	
Health & Safety	<ul style="list-style-type: none"> Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ 50m (capital & operational)
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Chief Information Officer	Reports to
ELT Business Change Board (members of ELT)	Negotiate overall IT funding and roadmap, Reports to and provides IT programme delivery progress.
Project Steering Boards (General Managers and / or Heads of Units and other senior staff)	Advice and guide, on project management and governance; Coach project sponsors and steering board members.
IT Management Team	Negotiate programme IT funding, opex and roadmap; Coach, mentor, Investment management standards and project management standards.
Manager Digital Assurance	Partner to ensure alignment with Organisational strategy and best practice standards.
External	Nature of the Relationship
IT Suppliers	Negotiate and manage supplier performance
Partner Agencies	Negotiate and manage partner performance

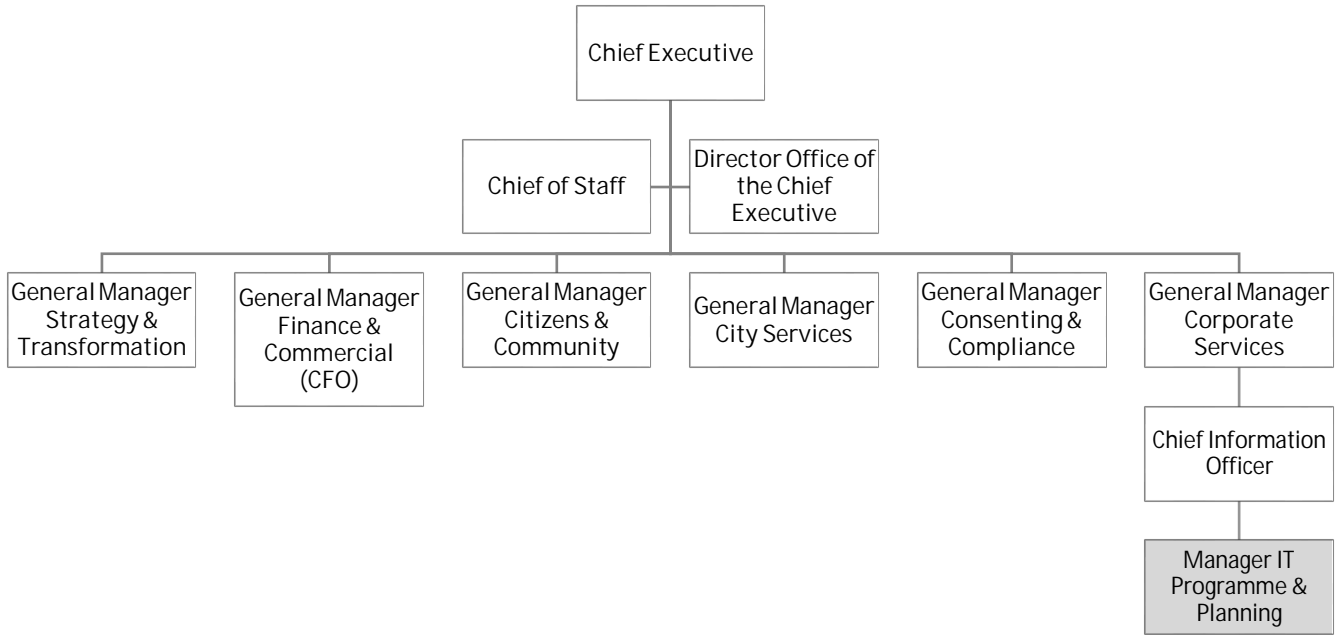
Formal Qualifications and Training	Required	Desirable
Degree in either Information Management, Business, Computer Science, Finance or related discipline	✓	
Project and/or programme management certification (PMI, Prince, APMG)	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
At least 12 years IT project management experience with 5 years' experience in PMO management	✓	
At least 5 years leadership role, preferably in a large organisation.	✓	
Proven experience in relationship management with both internal customers, and external vendors, and including negotiation skills	✓	
Previous asset management experience, preferably in an IT environment	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Strong financial management and budgeting skills, with understanding of investment strategies and ability to produce accurate reports	✓	
<p>Leadership</p> <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
<p>Planning & self-management</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> Identifies and builds key partnerships and relationships with stakeholder groups. Is able to establish common ground, get cooperation and manage differences of opinion. Builds relationships with Maori communities and engages with confidence. Promotes an understanding of the cultural diversity of the community. Actively engages in consultation process where required and monitors effectiveness. 	✓	
<p>Strategic focus</p> <ul style="list-style-type: none"> Ensures customer feedback is provided to the organisation to help shape the future of services provided. Explains and enhances the team's understanding of Council priorities, challenges and external influences. Reviews, develops and improves services in alignment with LTP/AP/business goals. Considers historical factors and potential future developments which may affect team activities. Anticipates trends and changing customer and community requirements. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Manager Line of Business Platform	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Platform	DIRECT REPORTS: 4
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This role is responsible for the strategic leadership and active management of the Line of Business Platform throughout its lifecycle in order to address stakeholder needs and generate the greatest possible value for the Citizen and business. The role will:

- Lead the Line of Business Platform Strategy for the product categories that include specialists systems used by business units and citizens that don't form part of another platform capability, and aligning to the overall Digital Platform Strategy, and organisational business requirements.
- Lead, develop and deliver programmes of work within the platform ensuring it aligns to the overall Digital Platform Strategy.
- Proactive vendor relationship management, including contract and performance management with vendors to ensure Service Level Agreements (SLA), and overall contract expectation are met.
- Manage effectively delivery methods transitioning from project to product management frameworks, ensuring appropriate Platform Roadmaps, resourcing in place to develop, deliver and support IT services and products to meet the needs of a business.
- Develop and explore technology, digital ways of working, specific techniques, methodologies, products or application areas, for the purposes of providing specialist advice.
- Progress opportunities to rationalise technology to standardise and reduce costs.
- Ensure the management of performance of systems and services in terms of their contribution to business performance and their financial costs and sustainability.
- Ensure the development of continual service improvement plans to ensure the IT platform adequately supports business needs.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals.
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Ensure that team members have the necessary tools and resources to achieve business objectives, priorities and outputs. • Ensure the Line of Business Platform function is consistently working collaboratively with other Council Units and Groups in the delivery of operational and strategic outputs.
<p>Platform Strategy and Programme</p>	<ul style="list-style-type: none"> • Lead the Line of Business Platform Strategy, comprising of several product capability components, related to the Platform category. • Ensure planning and dependencies across platforms components is well planned, documented, and communicated to stakeholders. • Broker and champion investments required for the Platform, with best practice prioritisation frameworks, which demonstrate values and benefits to the citizen and business. • Progress opportunities to rationalise technology to standardise and reduce costs. • Maintain a full Platform life cycle perspective, and work to balance short-term achievements with long term goals, and associated investment strategy. • Develop and implement delivery programmes aligned to the platform strategy and ensuring connection across digital platform functions. Working with key providers around future focus of products within the platform • Anticipates changes in customers' requirements, adapts the platform, and creates platform retirement and transitioning strategies.
<p>Operational management</p>	<ul style="list-style-type: none"> • Lead the operational planning processes for the team ensuring the alignment of key areas of focus. • Establish targets and monitor financial results to meet Line of Business Platform deliverables. • Work with other Managers within the IT Unit to create a flexible environment that will ensure staff are deployed in the area of greatest demand. • Ensure platform performance is proactively monitored, and incident and service requests activities meet Service Level Agreement (SLA) expectations. • Best practice platform escalation and support framework in place, and resourced effectively. • Identify emerging issues and resolve at earliest opportunity. Escalate issues that are identified as a risk to Council. • Ensure the management of performance of systems and services in terms of their contribution to business performance and their financial costs and sustainability. • The development of continual service improvement plans to ensure the platform adequately supports business needs. • Researches suppliers and markets, and maintains a broad understanding of the commercial environment, to inform and develop strategies and sourcing plans. • Negotiates with potential partners and suppliers, developing acceptance criteria and procedures and manages suppliers performance and levels of service for the line of business platform

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Investigates and manages the adoption of appropriate tools, techniques and processes (including automation) for the management of systems and services for the platform. Identifies and manages the resources necessary for all stages (planning, estimation, execution) of solution development projects, ensuring that technical, financial and quality targets are met.
Specialist advice	<ul style="list-style-type: none"> Actively maintains recognised expert level knowledge in one or more identifiable business systems platforms, and provides definitive and expert advice in their specialist area. Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. Supports and promotes the development and sharing of specialist knowledge within the organisation. Supports and promotes the development and sharing of specialist knowledge within the organisation.
Customer focus	<ul style="list-style-type: none"> Lead and instil a culture of customer focused thinking and operating within the Unit. Work collaboratively with peers to ensure that decisions are made with the customer in mind. Lead the Team to deliver a customer focused end-to-end process for the Line of Business Platforms.
Health & Safety	<ul style="list-style-type: none"> Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ TBC
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Platform	Reports to
Senior Managers in unit	Provide information to, liaise with
Colleagues	Peer relationship, collaborate with
Leaders and specialists in the IT Unit	Share information and collaborate with
Team members	Leadership, mentoring and advice
Customers / key stakeholders in Council Business Units	Ensure provision of service to, provide advice as an escalation point as required
External	Nature of the Relationship
Customers / key stakeholders in Council Business Units	Provide advice as an escalation point as required
Platform vendors / suppliers	Partnership, negotiate and contract management

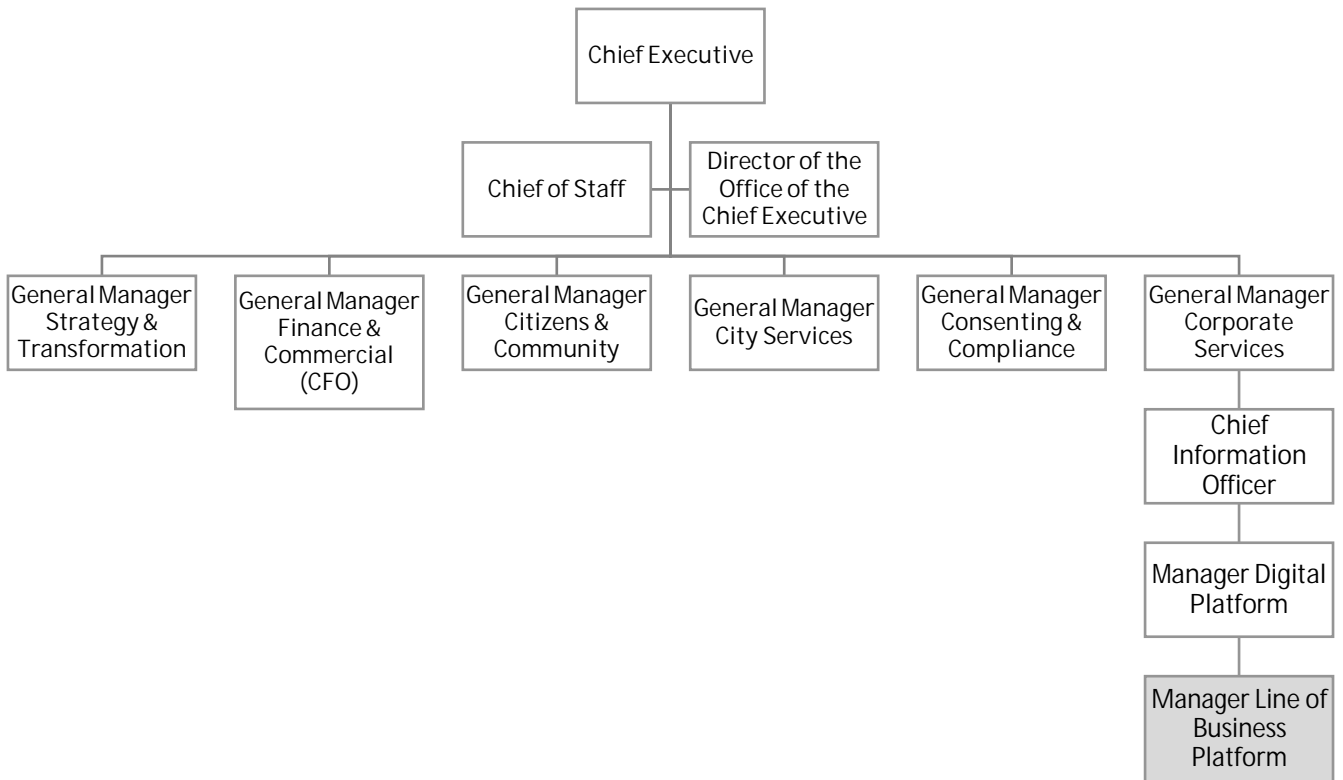
Formal Qualifications and Training	Required	Desirable
Professional qualification in IT related discipline e.g. Information Management, Computer Science or other discipline with extensive experience in information technology	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
At least 10 years' experience in IT, with 5 years' experience in an application support manager or service delivery manager position	✓	
At least 5 years' experience in a leadership role	✓	
Extensive experience managing multiple vendors, in a complex technology environment with extension integrations requirements.	✓	
Sound knowledge and experience on ITIL processes and their implementation	✓	
Experience with COBIT 5 processes	✓	
Information platform management, contract negotiation and supplier management experience	✓	
Expertise and/or extensive knowledge of information management and technology disciplines, including latest development in information management and technology practices.	✓	
<p>Leadership</p> <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
<p>Planning & self-management</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
Partnerships & consultation	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 		
<p>Strategic focus</p> <ul style="list-style-type: none"> • Ensures customer feedback is provided to the organisation to help shape the future of services provided. • Explains and enhances the team's understanding of Council priorities, challenges and external influences. • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 	✓	
<p>Embracing change</p> <ul style="list-style-type: none"> • Leads and owns change to deliver improvements for customers/communities. • Is proactive in explaining reasons for changes to their team. • Emphasises the importance of being curious and adaptable in order to improve. • Plans for the implementation of change and considers all aspects; customer, finance, people, process and technology. • Conveys enthusiasm and drive to implement change and is supportive of team members. • Monitors the impact of change and takes appropriate action to make it a positive experience. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Ensures all team members deliver excellent service. • Ensures that those who deliver an internal service view staff as customers. • Establishes constructive relationships with customers and is able to broach and resolve disagreements. • Seeks first hand customer information and stays 'in touch' with front-line needs and issues. • Adapts team processes to be customer-centred, within existing budgets. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader Business Analysts	VACANCY NO: 18225
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Solutions	DIRECT REPORTS: 6
LOCATION: Any Council Location	DATE: October 2019

Purpose of the position:

This role is responsible for leading the Business Analyst practice to ensure active management developing the standards, tools and templates to support a consistent approach in business analysis for Information Technology. This role supports the goal of establishing a best practice Business Analysis procedures, continuous improvement framework and process improvement opportunities across Information Technology Unit. The role will be:

- Responsible for providing dedicated business analysis support to both projects and operational teams.
- Leading and driving the team of Business Analysts within the Information Technology Unit.
- Work with the Council Centre of Excellence and Business Analysts to move towards an integrated Council Business Analyst Practice.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Lead the process to develop the business needs and requirements relating to the operation of best practice modern workplace deployment and Infrastructure Management. • Lead the process to develop the business needs and requirements relating to the operation of best practice business analysis.
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Key Areas Of Accountability	
Operational Management	<ul style="list-style-type: none"> • Define and develop the business analyst practice within Information Technology • Work with the Council Centre of Excellence and Business Analyst Practice Manager to move towards an integrated Council Business Analyst Practice. • Ensure that critical business outcomes and KPIs reflect performance against agreed objectives. • Champion an environment of continuous improvement against industry and best practice to support the Information Technology Unit objectives. • Regularly benchmark against industry and best practice competency and quality standards.
Business Process Improvement	<ul style="list-style-type: none"> • Provide professional business process improvement expertise and support across the Unit. • Lead the analysis phase of a project, with overall responsibility for identifying the end to end business requirements and process design. • Support the development of business solutions that meet stakeholder needs and impact the asset management lifecycle in a meaningful way. • Lead efforts to increase continuous improvement efficiencies and to streamline processes working together with the Council Continuous Improvement Team. • Document business processes, standards, business rules and standard operating procedures for core processes.
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both internally and externally. • Provide quality advice to stakeholders by understanding the business drivers and value proposition. • Support the Information Technology Unit to analyse new project initiatives and to enhance the project management framework tools and processes. • Work closely with Information Technology and Business Units to support the delivery of improved processes, Information Technology systems changes, reporting, training and business change. • Interface with external organisations/groups related to Business Analysis • Represent the Council or Information Technology as required, in external situations as appropriate or as requested by Chief Information Officer.
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Solutions	Reports to
Head of Unit and wider Information Technology Unit	Advise and liaise with

Leaders and project teams	Provide resources and advise to
Team members	Coach and mentor to develop competencies
External	Nature of the Relationship
Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

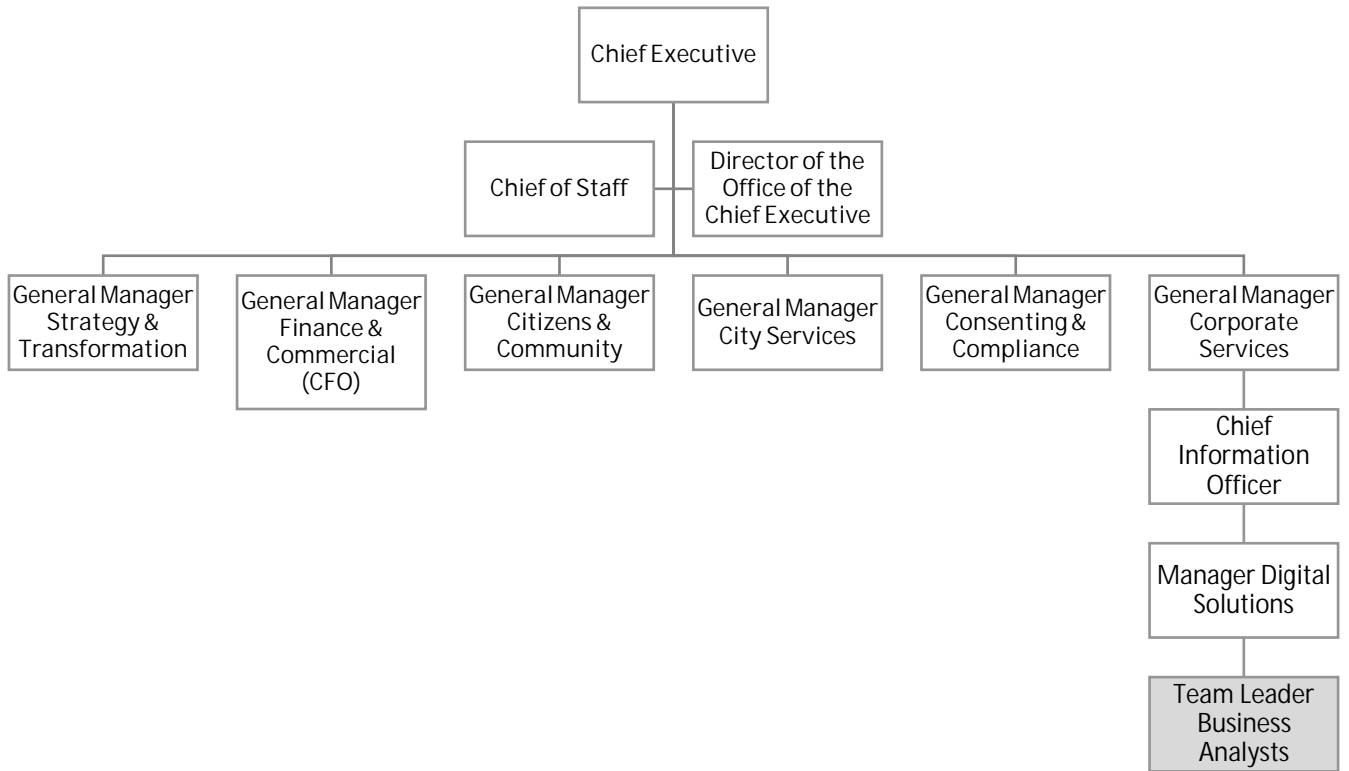
Formal Qualifications and Training	Required	Desirable
Degree in an Information Technology related discipline	✓	
Bachelor degree in Business Process Improvement		✓

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 7 years project and relationship management/Business Analysis experience and/or Continuous Improvement within Information Technology	✓	
Previous leadership experience, preferably in a large organisation	✓	
Experience providing analysis and recommendations based on project benefits to support business decision-making	✓	
Strong stakeholder management and relationship building skills	✓	
Demonstrable experience in developing processes and workflows - proficiency with the Promapp Process Mapping Tool would be advantageous	✓	
Capability to understand business implications, inter-project dependencies and system interfaces to determine the risks and opportunities to the business	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
Focus on Results <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
Partnerships & consultation <ul style="list-style-type: none"> Identifies and builds key partnerships and relationships with stakeholder groups. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Is able to establish common ground, get cooperation and manage differences of opinion. • Builds relationships with Maori communities and engages with confidence. • Promotes an understanding of the cultural diversity of the community. • Actively engages in consultation process where required and monitors effectiveness. 		
<p>Planning & Management</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Builds a team that is collaborative, respectful and which has open dialogue. • Involves team members in planning, goal setting, problem solving and celebrating success. • Proactively resolves disagreements amongst individuals and teams. • Connects team members to relevant people in other parts of the organisation. • Initiates working with other teams in order to deliver better results. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader Business Intelligence (BI) & Analytics	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Information Management	DIRECT REPORTS: 8
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This role is responsible for leading the Business Intelligence (BI) and Data Analytics function to ensure active management and development of standards, tools and templates to support a consistent approach in Business Intelligence for the organisation. This role supports the BI & Data Analytics Strategy and goal of establishing a best practice Business Intelligence continuous improvement framework across Information Technology (IT) Unit and Council.

The position holder will keep up with global trends in BI, changes in technology and architecture. Provide product management across new and existing BI products and cloud solutions.

This role will manage multiple technical and business stakeholders within Council and develop and maintain sound working relationships, networks and partnerships with key external stakeholders both locally and nationally. Partnering with key stakeholders at a senior management level (General Managers and Unit Managers) they will shape and influence how information can assist the Christchurch City Council to achieve its business objectives and support good decision making.

The role will:

- be responsible for providing dedicated Business Intelligence support to both projects and operational teams.
- manage quality and compliance with legislation, company policies and procedures
- lead and drive the team of Business Intelligence Analysts, Software Engineers and Data Warehouse Developers within the IT Unit.
- provide Business Intelligence team resource management across the IT Unit to ensure optimal utilisation of resources, and proactive planning of workforce requirements.
- ensure growth and development within the BI & Data Analytics Team
- increase the BI and analytics capability across Council and the embedding of new processes and self-service analytics.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Develop and maintain effective relationships and communication with peers within Information Technology and the rest of the Council to foster collaborative leadership. • Provide leadership and direction across the BI practice, implement business intelligence standards, platforms, products, services, information standards, analytics governance and process improvement
Operational Management	<ul style="list-style-type: none"> • Oversight of the full Business Intelligence and Analytics lifecycle. • Bridge the gap between the business and IT by bringing knowledge and experience across people, process and systems. • Work with relevant Council staff to implement the approved BI and Data Analytics Strategy • Ensures that any risks associated with the agreed Business Intelligence strategy are clearly documented and described to the clients/users and colleagues. • Advise and steer direction and decisions using your knowledge and expertise in BI, information technologies, architecture, and data experience. • Actively monitor for and seek, opportunities, new methods, capabilities and products in BI, to the advancement of the organisation. Clearly articulate and formally report potential benefit. • Define and develop the Business Intelligence practice, championing an environment of continuous improvement against industry and best practice to support the IT Unit objectives. • Regularly benchmark against industry and best practice competency and quality standards. • Support increased organisational capability in the use of BI and data analytics technologies and promote self-service.
Resource and capacity management	<ul style="list-style-type: none"> • Scope and estimate work effort based on functional specifications. • Negotiate resource plans cognisant of project needs and operational based work of the team. • Establish an effective work request process with Business Units and ensure business requirements are fully investigated, agreed and approved before embarking on delivery. • Provide input into a training and a development programme that will enable DW/BW developers and BI analysts to develop skills and knowledge.
Application Management and Support	<ul style="list-style-type: none"> • Provide product management across new and existing BW, DW and BI and analytics products • Ensure that critical business outcomes and KPIs reflect performance against agreed objectives. • Support all phases of the project life cycle including analysis, design, development, testing, deployment and post-production support and maintenance.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Manage and support the SAP BW/BI environment, establish and monitor process chains. • Manage and monitor BI cloud services, including Azure data services. • Manage the enterprise data warehouse, ETL process, reports and dashboards. • Control effective use of tools and automation • Monitor and manage system performance • Takes responsibility for all phases of BI deployment and the management of the BI activities within a development project • Manage the roll-out of new and changed BI software and associated hardware across all environments • Manage process, sign offs, scheduling activities.
Data Analysis & Information Assurance	<ul style="list-style-type: none"> • Manages data and information in all its forms covering the design and analysis of information structures including logical analysis of taxonomies, data and metadata. • Applies data analysis and data modelling techniques to establish, modify or maintain a data structure and its associated components (entity descriptions, relationship descriptions, attribute definitions). • Manages practices and processes to ensure the security, integrity, safety and availability of all forms of data and data structures that make up the organisation's information. Applies policies in order to manage risks. Uses testing to support information assurance. • Identify the impact of any relevant statutory, internal or external regulations on the organisation's use of information and develop strategies for compliance. • Plans effective data storage, sharing and publishing within the organisation. • Independently validates external information from multiple sources. • Responsible for the BI team to perform advanced tasks on behalf of the business, particularly, complex and advanced analytics, data modelling, validating and analysing significant volumes of data including the ability to discover and quantify patterns and trends. • Review business requirements in the context of Business Intelligence Analytics, and provide guidance as needed • Manage quality and compliance with legislation, company policies and procedures
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain sound working relationships, networks and partnerships with key stakeholders and vendors, both internally and externally. • Partner with key stakeholders at a senior management level (General Managers and Unit Managers) to shape and influence how information can assist the Christchurch City Council to achieve its business objectives and support good decision making. Provide quality advice to stakeholders by understanding the business drivers and value proposition. • Support the Information Technology Unit to analyse new project initiatives and to enhance the project management framework tools and processes. • Work closely with Information Technology and Business Units to support the delivery of improved processes, Information Technology systems changes, reporting, training and business change. • Interface with external organisations/groups related to Business Intelligence

Key Areas Of Accountability	
Health & Safety	<ul style="list-style-type: none"> Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Information Management	Reports to
Head of unit and other senior leaders in wider Information Technology Unit	Provide advice to, liaise with
Other leaders in unit	Collaborate with
Information Architect, BI Architect	Provide information, support and collaborate
Team members	Coach and mentor to develop competencies
User Groups and Forums	Advise, provide information and support
External	Nature of the Relationship
Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

Formal Qualifications and Training	Required	Desirable
Degree in an Information Technology related discipline or Statistics & Research	✓	

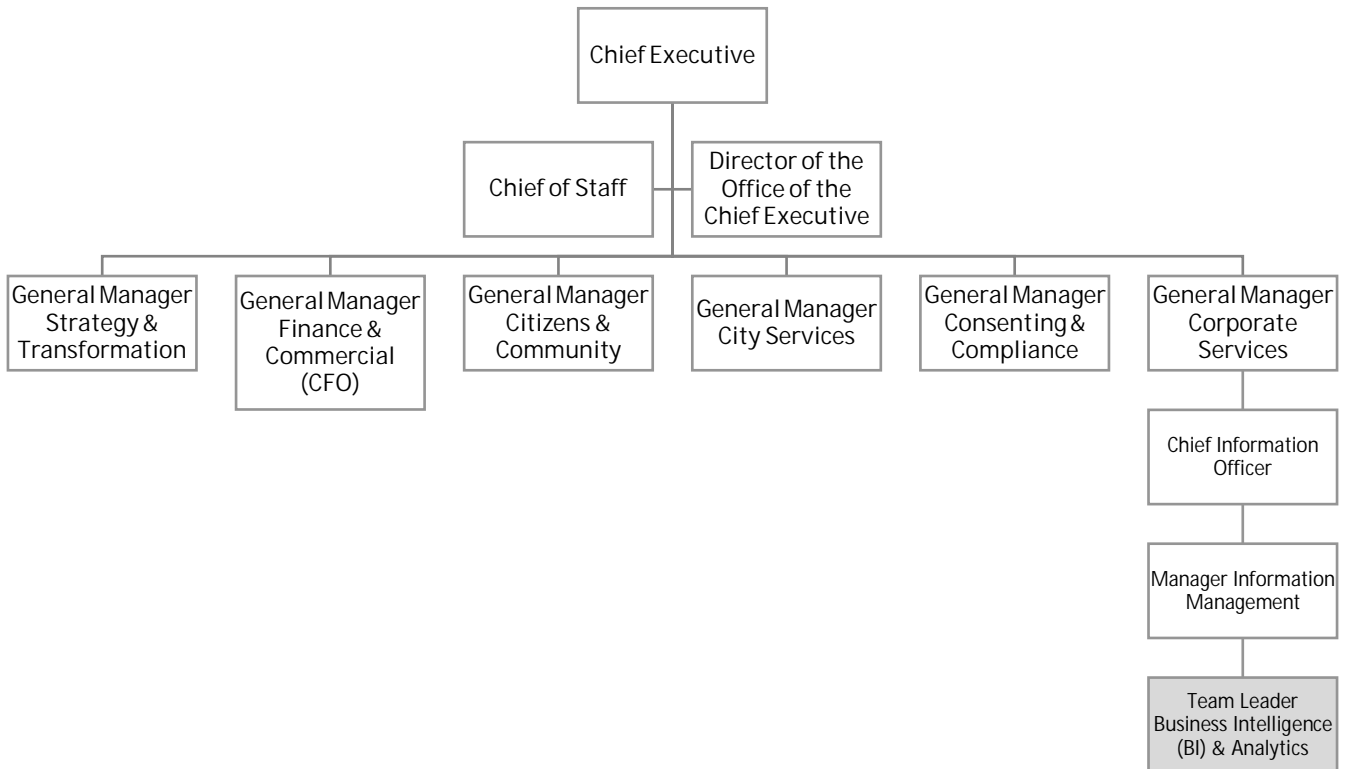
Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 10 years in the IT industry with 7 year Business Intelligence and Analytics experience and/or Continuous Improvement within Information Technology	✓	
Previous leadership experience, preferably in a large organisation	✓	
Experience in a senior role in Business Intelligence or Data Warehouse development	✓	
Knowledge of data modelling and information management processes in a complex environment	✓	
Proven domain experience and technical knowledge in BI Cloud solutions and design	✓	
Experience and technical knowledge in SAP Analytics		✓
Experience providing BI and data analytics recommendations based on business benefits, to support business decision-making	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
Evidence of creating a high performance culture that drives, supports and inspires talent and staff engagement.	✓	
Strong stakeholder management and relationship building skills	✓	
Demonstrated ability in coaching and staff career development	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
Focus on Results <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
Partnerships & consultation <ul style="list-style-type: none"> Identifies and builds key partnerships and relationships with stakeholder groups. Is able to establish common ground, get cooperation and manage differences of opinion. Builds relationships with Maori communities and engages with confidence. Promotes an understanding of the cultural diversity of the community. Actively engages in consultation process where required and monitors effectiveness. 	✓	
Strategic Focus: <ul style="list-style-type: none"> Ensures customer feedback is provided to the organisation to help shape the future of services provided. Explains and enhances the team's understanding of Council priorities, challenges and external influences. Reviews, develops and improves services in alignment with LTP/AP/business goals. Considers historical factors and potential future developments which may affect team activities. 5. Anticipates trends and changing customer and community requirements. 	✓	
Working Collaboratively <ul style="list-style-type: none"> Builds a team that is collaborative, respectful and which has open dialogue. Involves team members in planning, goal setting, problem solving and celebrating success. Proactively resolves disagreements amongst individuals and teams. Connects team members to relevant people in other parts of the organisation. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
• Initiates working with other teams in order to deliver better results.		

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader C4/HANA/Pathways	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Business Systems Platform	DIRECT REPORTS: 8
LOCATION: Any Council location	DATE: July 2019

Purpose of the position:

This role is responsible for leading the active management of C4/HANA/Pathways business systems platforms throughout their lifecycle (inception through to retirement) in order to address a market opportunity /customer need and generate the greatest possible value for the business. The role will:

- Lead the IT C4/HANA/Pathways Business systems platforms and resources required to plan for, develop, deliver and support IT services and products to meet the needs of the Council.
- Ensure the performance of systems and services in terms of their contribution to business performance and their financial costs and sustainability.
- Develop continual service improvement plans to ensure the IT C4/HANA/Pathways platforms adequately supports business needs.
- Responsible for providing dedicated C4/HANA/Pathways development and support to both projects and operational teams.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies.
Operational Management	<ul style="list-style-type: none"> • Define and develop the C4/HANA/Pathways practice, including skill and capability development for existing development resources.

Key Areas Of Accountability

	<ul style="list-style-type: none"> • Bridge the gap between the business and IT by bringing knowledge and experience across people, process and systems. • Ensures that any risks associated with the agreed C4/HANA/Pathways strategy are clearly documented and described to the clients/users and colleagues. • Leads successful roll-outs of new and changed P C4/HANA/Pathways software and associated hardware across all environments • Develops and maintains specialist knowledge of database concepts, object and data modelling techniques and design principles and a detailed knowledge of database architectures, software and facilities. • Provide C4/HANA/Pathways development and recommendations based on project qualitative and quantitative benefits to support business decisions regarding projects. • Champion an environment of continuous improvement against industry and best practice to support the Information Technology Unit objectives. • Provide professional business process improvement expertise and support across the Unit. • Lead the C4/HANA/Pathways phase of a project, with overall responsibility for identifying the end to end business outcomes based on requirements and process design.
Information Management and Analytics	<ul style="list-style-type: none"> • Manage practices and processes to ensure the security, integrity, safety and availability of all forms of C4/HANA/Pathways data and data structures that make up the organisation's information. • Manage data and information in all its forms and the analysis of information structure (including logical analysis of taxonomies, data and metadata). • Develop innovative ways of managing the C4/HANA/Pathways information assets of the organisation. • Apply relevant techniques that may include statistical and data mining algorithms and machine learning methods such as rule induction, artificial neural networks, genetic algorithms and automated indexing systems. • Undertake analytical activities and delivers analysis outputs, in accordance with customer needs and conforming to agreed standards.
Customer & Relationship Management	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with peers within Information Technology and the rest of the Council to foster collaborative leadership. • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both internally and externally. • Support the Information Technology Unit to analyse new project initiatives and to enhance the project management framework tools and processes. • Interface with external organisations/groups related to Pathways/C4S
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Business Systems Platform	Reports to
Head of unit and other senior leaders in wider Information Technology Unit	Provide advice to, liaise with
Team Leader S4/HANA	Work closely with
Other leaders in unit	Collaborate with
Team members	Coach and mentor to develop competencies
External	Nature of the Relationship
Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

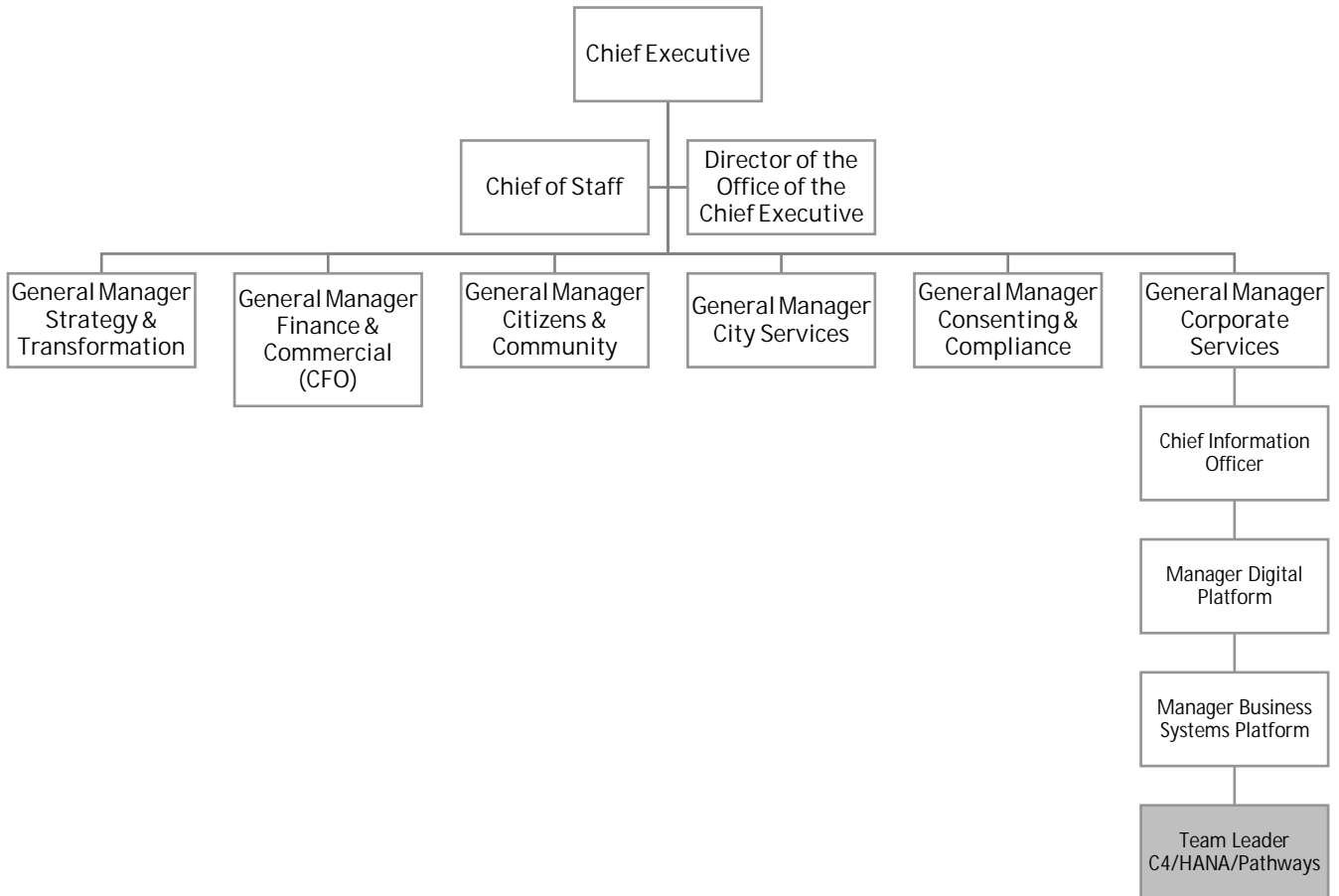
Formal Qualifications and Training	Required	Desirable
Degree in an Information Technology related discipline or extensive experience in an Information Technology related position	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 7 years system development/configuration experience within Information Technology	✓	
Previous experience in a leadership role, preferably in a large organisation		✓
Experience in a C4S and Pathway Senior role or Software Development	✓	
Experience providing analysis and recommendations based on project benefits to support business decision-making	✓	
Evidence of creating a high performance culture that drives, supports and inspires talent and staff engagement.	✓	
Strong stakeholder management and relationship building skills	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
Focus on Results <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Regularly monitors team and individual progress and celebrates success. • Recognises progress and high performance. 		
<p>Planning & self-management</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Builds a team that is collaborative, respectful and which has open dialogue. • Involves team members in planning, goal setting, problem solving and celebrating success. • Proactively resolves disagreements amongst individuals and teams. • Connects team members to relevant people in other parts of the organisation. • Initiates working with other teams in order to deliver better results. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader Data Management	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Information Management	DIRECT REPORTS: 8
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

- The key focus of this role is the management of a team of highly skilled staff performing specialist analytical, maintenance & reporting work for Corporate Data, such as Customer, Property, Rates and Assets, as well as providing training and assistance in the operation of core business processes & systems to achieve both Council and business objectives and outcomes, meeting customer requirements.
- The Team are responsible for the provision and support of data management, data governance and data delivery functions across council – ensuring maximum value and leverage is obtained by the organisation with respect to the data and information held and maintained by Council to support its business processes.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Ensure that individual team members have the necessary tools and resources to assist in the achievement of the stated business objectives, priorities and outputs.
Strategic Contribution	<ul style="list-style-type: none"> • Contribute to the development and implementation of Corporate Data Policy across the organisation • Ensure that the team has the required skills and resources to enable strategic & business objectives or outcomes to be achieved. • Ensure Legal, Professional and Council organisation requirements are met.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Contribute to the Leadership Team's development and management of initiatives aimed at achieving continuous improvement of strategy. • Identify and implement process performance improvements relating to corporate data. • Contribute to strategic and business planning for unit. • Establish and develop operational relationships with external organisations
Analysis, Design, Development and Reporting	<ul style="list-style-type: none"> • Lead colleagues, and technical experts to ensure functional specifications meet the business need; and that technical specification are in-line with Council solution architecture and data governance policy. • Oversee development of data models and quality audits to ensure IT and other methodologies are adhered to. • Oversee and co-ordinate the design, test and implementation of systems and processes to ensure Corporate Systems meet quality standards
Resource and Capacity Management	<ul style="list-style-type: none"> • Establish a clear schedule to manage the operational tasks and routines of the team. Ensure the team follows established standards and processes to manage projects. • Scope and estimate work effort based on functional specifications. • Maintain a programme of activity and tasks for the team. • Negotiate resource plans cognisant of project needs and operational based work of the team. • Establish effective work request process with Business Units. Ensure business requirements are fully investigated, agreed and approved before embarking on delivery. • Review and manage any changes to agreed resource plans.
Team Performance and Reporting	<ul style="list-style-type: none"> • Ensure that critical business outcomes and KPIs reflect performance against agreed objectives. • Provide regular reporting to the Manager on team performance and achievements against plan. • Alongside the Manager, prepare budgets, monitor financial expenditure against budget and take appropriate action where necessary to remain within approved budgets.
Data Maintenance and Management	<ul style="list-style-type: none"> • Provide technical and strategic advice to internal committees and working groups such as Assets User Group and MiniCAB • Effective and efficient data maintenance on behalf of internal/external customers including both graphical and textual data. • Monitor and document Team information standards, processes, and relationships to ensure effective data maintenance. • Propose improvements, lead and participate in collaborative projects at the Council and with other organisations to enhance the quality, completeness and usefulness of data for which Team is responsible. • Define and document the roles and standards for monitoring and auditing data maintenance activities. • Drive the development and testing of new products and strategies that move the organisation forward in terms of data management.
Project Management	<ul style="list-style-type: none"> • Responsible for planning of data related projects in accordance with Council's Project Management Methodology.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Oversee and monitor projects to ensure delivery in accordance with the Project Management Plan. Work collaboratively across the organisation to resolve complex issues and avoid risks to projects.
Relationship Management	<ul style="list-style-type: none"> Proactively manage the relationships between the team, internal and external customers and various stakeholders. Alongside the Manager, and IT Managers define the relationship activities that compliment and provide optimum service to the stakeholders across; <ul style="list-style-type: none"> Develop strong business relationships with existing and new customers and partnerships with internal and external service providers. Facilitate, coordinate, and assure high quality delivery of work requests to customers. Resolve customer service issues and develop new customer service opportunities. Liaise with, and build relationships with other key information professionals within the organisation. Interface with external organisations/groups related to GIS and data management.
Health & Safety	<ul style="list-style-type: none"> Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ TBC
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Information Management	Reports to
IT colleagues	Liaise with, keep informed, share information
Other Council Managers, Team Leaders and Staff	Customers and collaboration
User Groups	Support and advice
External	Nature of the Relationship
External organisations and individuals	Customers and collaboration as needed

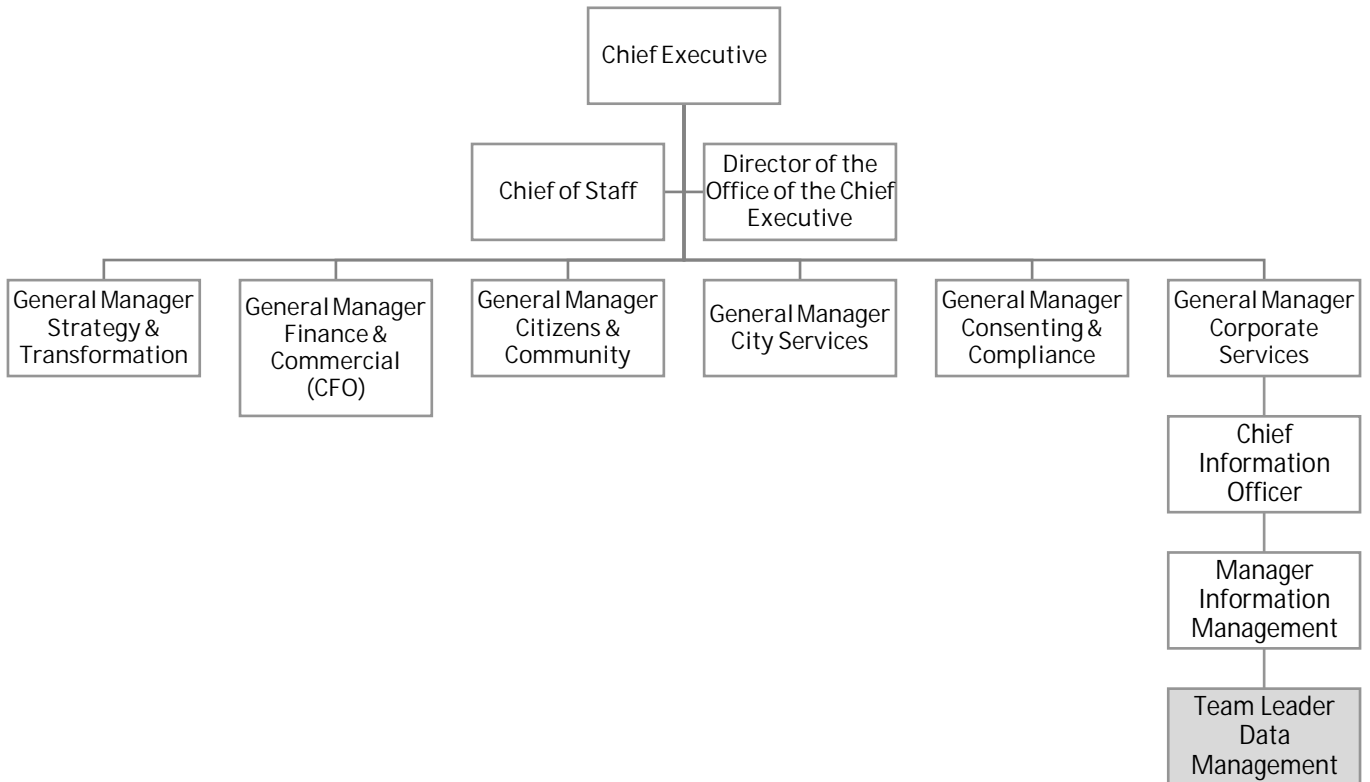
Formal Qualifications and Training	Required	Desirable
Minimum of bachelor's level qualification in computer science, information science, or related field.	✓	
Project Management Professional (PMP) accreditation or similar project management experience		✓

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Minimum of 10 years' experience in a related technical role which included three or more of the following (or similar) applications: GIS, SAP, SQL, PowerDesigner, Data Modelling, Data Management, BI, database design	✓	
Minimum of 3 years team leadership experience of a similar sized team, including performance and change management.	✓	
Minimum of 5 years' experience in managing projects including design, planning, staff supervision, progress reporting, co-ordinating work, scheduling projects and managing workflows	✓	
Minimum of 5 years' experience in the review and documentation of policies, procedures and processes	✓	
Principles and techniques of systems analysis, design and testing	✓	
Understanding of the core applications (i.e. SAP, GEMS, GIS, WebMap, etc)		✓
An awareness of key local government legislation (e.g. Local Government Act, Rating Act) and its applicability to the maintenance, management and reporting of data and information		✓
<p>Leadership</p> <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> Initiates, encourages and facilitates team to generate their own ideas and solutions. Creates energy and action to solve problems and find innovative solutions. Checks out problems themselves to ensure they are thoroughly understood. Breaks problems down into manageable parts, generating possible approaches and solutions. Considers the impact of possible solutions on results and resources. Is willing to consider bold/different solutions and take calculated risks. 	✓	
<p>Planning & Self-Management</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> Ensures all team members deliver excellent service. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Ensures that those who deliver an internal service view staff as customers. • Establishes constructive relationships with customers and is able to broach and resolve disagreements. • Seeks first hand customer information and stays 'in touch' with front-line needs and issues. • Adapts team processes to be customer-centred, within existing budgets. 		
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Builds a team that is collaborative, respectful and which has open dialogue. • Involves team members in planning, goal setting, problem solving and celebrating success. • Proactively resolves disagreements amongst individuals and teams. • Connects team members to relevant people in other parts of the organisation. • Initiates working with other teams in order to deliver better results. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader Digital Library Web	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Service Operations	DIRECT REPORTS: 4
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

- The position exists to lead and manage and continuously improve the Digital Platform Web Services provided to Christchurch City Libraries.
- To manage the ongoing development and delivery of library web and social media services through design, implementation and evaluation of the editorial and online services plans and strategies
- To lead the development of content on Christchurch City Libraries website and social media platforms
- To lead, manage and coach the Digital Library Web team to meet the vision, goals and business objectives of the organisation

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Manage assigned project budgets and maintain an overview of day-to-day expenditure by Digital Library Web Team
Planning and Development	<ul style="list-style-type: none"> • Working with the Libraries and Information Unit, develop and implement an Online Digital Services strategy for the Libraries and Information Unit that ties to the Organisational Digital Strategy. • Ensure the team meets both organisational objectives and external/internal customer needs.

Key Areas Of Accountability

	<ul style="list-style-type: none"> • Working with the Libraries and Information Unit, lead the production and implementation of an annual editorial plan detailing content development, web and social media content to be published on a monthly cycle. • Develop and implement content quality, delivery and style policies for Online Platform Services, including content development and writing guidelines for contributors. • In conjunction with the Manager, liaise across the Council to ensure synergy between whole of Council planning and Libraries' Online Services Platform planning. Work with the Council IT and online content colleagues to ensure a one-team approach to delivery of Libraries' online services and online content. • Work with the Manager and the Head of Libraries and Information Unit to identify actions for the Libraries Unit Activity Management and Service Delivery plans. This will include the identification of opportunities to expand and enhance the range and depth of Digital Services for library customers • Implement specific actions as detailed in the Service Delivery plans, monitor and report on progress • Review quantitative and qualitative content use on a regular basis • Champion new initiatives with library leadership colleagues and actively communicate trends and developments in library online services
Service Delivery	<ul style="list-style-type: none"> • Ensure digital library services continue to meet the needs of customers, including maximising opportunities for customers to contribute ideas and content. • Maximise the visibility of library digital services through partnerships with other organisations and websites and liaison with Public Affairs / Marketing shared services. • Identify options and secure budget for software, tools and resources to enable the effective delivery of Digital Library Services. • Manage the creation of on-line services content to agreed timeframes. • Commission feature content from both external and internal contributors to ensure content is delivered in accordance with the editorial plan • Ensure that regular content is developed every month • Arrange mechanisms to ensure that timely content is prepared at short notice to coincide with world events and news of major significance • Edit content to shape, space and customer requirements & to ensure policies, standards and Council branding guidelines are met. • Ensure the provision of training to library staff in developing online content and writing for the web. • Facilitate the provision of training and support to community groups who use library digital services, e.g. CINCH. • Coordinate the delivery of internal communication channels - intranet, DeskNet, staff newsletter etc. and provision of advice on these areas.
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain external relationships with key digital services stakeholders in the community - community groups, businesses, schools, colleges, and other libraries etc., including identifying collaboration opportunities around the development of library digital services. • Develop effective relationships with vendors and suppliers who provide products and services to enable delivery of digital services. • Liaise with library teams and team leaders/managers to ensure digital services are meeting the needs and goals of the organisation, understanding how digital services cross over with the work of teams across the library.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Foster relationships with other Council units to ensure collaboration on joint content projects where appropriate. • Monitor/participate in best-practice sharing with library, information and media colleagues in NZ and overseas to facilitate the development of the library's digital services.
Supporting Team Outputs	<ul style="list-style-type: none"> • Building documentation to assist processes and practices • Identifying opportunities for Team process improvements • Supporting Team initiatives by sharing information and contributing to team activities • Participating in team planning to schedule and prioritise against strategic goals • Maintaining up-to-date knowledge and skills in the area of ICT trends and techniques to inform processes and decisions • Seeking feedback from customers on the quality, timeliness and effectiveness of services provided
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Service Operations	Reports to
Manager Customer Experience Platform	Work closely with to deliver services to customer
Library teams and colleagues	Provides service to
IT Systems Team Members	Liaison with
Council Colleagues	Collaboration opportunities, Promotion and training
External	Nature of the Relationship
Library customers	Provides service
Technology suppliers	Liaison

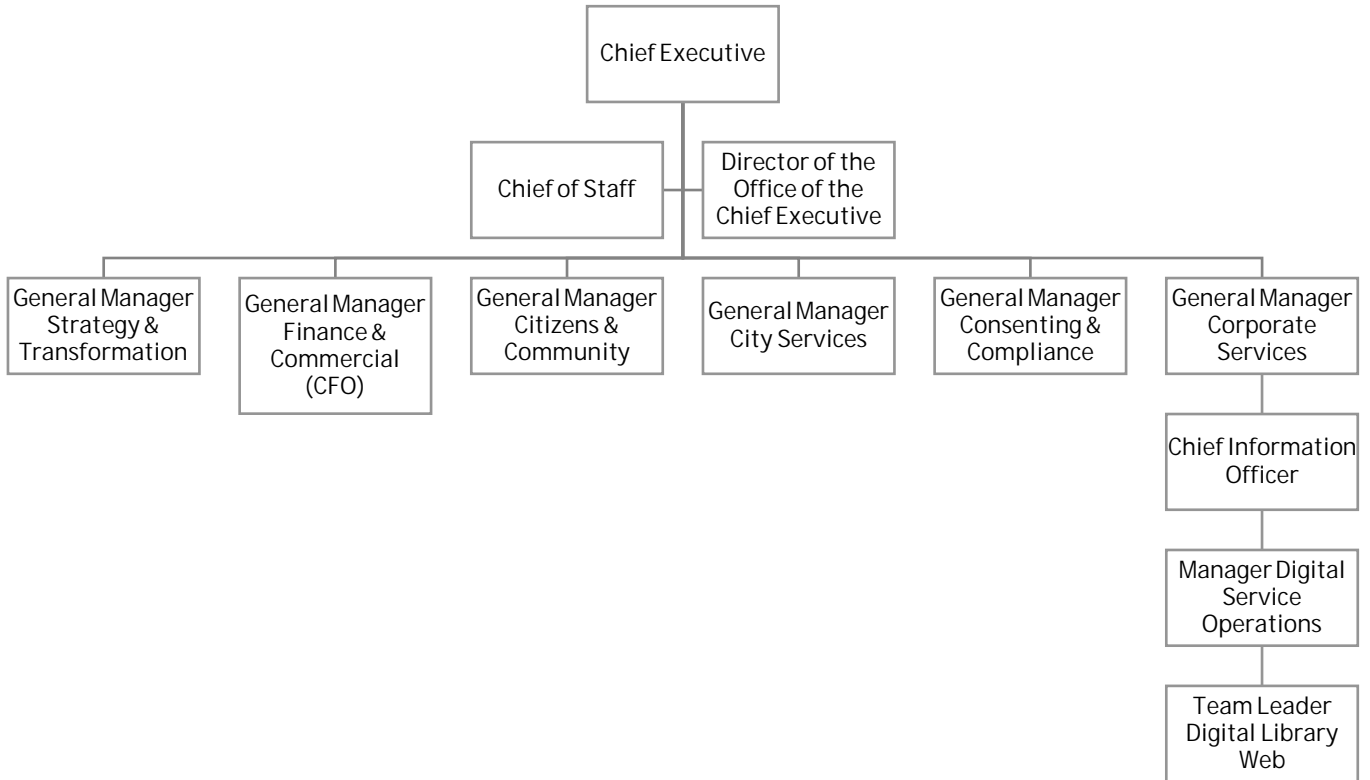
Formal Qualifications and Training	Required	Desirable
Minimum of degree level tertiary qualification in relevant discipline and/or Microsoft Certified Systems Engineer or equivalent	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Experience of working across a range of digital and online technologies and channels, including website, online services and social media	✓	
Minimum 2 years leadership experience	✓	
Understanding and experience in writing for the web	✓	
An understanding of the role and operations of public libraries	✓	
High level and experience in use of the web and information hierarchies	✓	
Understanding and experience of Information Management hierarchies and systems	✓	
Understanding of trends and web developments	✓	
<p>Leadership</p> <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> Ensures all team members deliver excellent service. Ensures that those who deliver an internal service view staff as customers. Establishes constructive relationships with customers and is able to broach and resolve disagreements. Seeks first hand customer information and stays 'in touch' with front-line needs and issues. Adapts team processes to be customer-centred, within existing budgets. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> Role models two-way (top-down/bottom-up) communication and feedback. Communicates organisation information to their team promptly. Shares suggestions, ideas and feedback across teams. Promotes the use of Council templates and professional methods of communication. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> Builds a team that is collaborative, respectful and which has open dialogue. Involves team members in planning, goal setting, problem solving and celebrating success. Proactively resolves disagreements amongst individuals and teams. Connects team members to relevant people in other parts of the organisation. Initiates working with other teams in order to deliver better results. 	✓	
<p>Planning & Self-Management</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 		
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Ensures customer feedback is provided to the organisation to help shape the future of services provided. • Explains and enhances the team’s understanding of Council priorities, challenges and external influences. • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader Digital Solutions Architecture	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Solutions	DIRECT REPORTS: 3
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This position is responsible for providing leadership to develop, validate and refine the Council's Digital Solutions Architecture. The role translates between customer and business functional requirements (Business Analysis and Technical Platforms) to create solutions to meet the functional needs of the business. This position supports the goal of establishing a best practice Digital Solutions Architecture Practice, continuous improvement framework and process improvement opportunities across Information Technology (IT) Unit. The role is:

- Providing technical leadership during the design and development phase of technical solutions, market and product expertise and guidance.
- Responsible for providing dedicated Digital Solutions Architecture support to both projects and operational teams.
- Providing Solution Architect resource management across the IT Unit to ensure optimal utilisation of resources, and proactive planning of workforce requirements.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Lead the process to develop the business needs and requirements relating to the operation of best practice solutions and business architecture. • Ensure that critical business outcomes and KPIs reflect performance against agreed objectives.
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Key Areas Of Accountability	
Digital Solutions Architecture Practice	<ul style="list-style-type: none"> • Interact with Council business units to understand current business strategy, and provide advice on how technology can assist the Council to achieve its objectives • Collaborate to develop, validate and refine the Council's Digital Solutions Architecture • Identify areas of technology that can drive business improvement and increased efficiency, and undertake the analysis required to quantify and qualify proposed IT investments • Provide technical leadership during the design and development of technical solutions to meet the Council's agreed business requirements and Cyber Security needs • Use appropriate tools, including logical models of components and interfaces, to contribute to the development of systems architectures in specific business or functional areas. • Provides advice on technical aspects of system development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices (including cyber security) are applied correctly. • Monitors the market to gain knowledge and understanding of currently emerging technologies. • Identifies new and emerging hardware and software technologies and products based on own area of expertise, assesses their relevance and potential value to the organisation, contributes to briefings of staff and management.
Solution Design and Development	<ul style="list-style-type: none"> • Provide technical leadership during the design and development of technical solutions • Review design documents to ensure agreed business requirements are implemented • Develop conceptual solution components and custom designs using prototyping where relevant • Produce detailed component specifications and translate these into detailed designs for implementation using selected products • Ensure solutions meet agreed business requirements • Provide technical solutions that encompass the council's key technologies
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both internally and externally. • Provide quality advice to stakeholders by understanding the business drivers and value proposition. • Support the Information Technology Unit to analyse new project initiatives and to enhance the project management framework tools and processes. • Work closely with Information Technology and Business Units to support the delivery of improved processes, Information Technology systems changes, reporting, training and business change. • Interface with external organisations/groups related to Solution and Business Architecture
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Solutions	Reports to
Head of Unit and wider Information Technology Unit	Advise, Liaise, Peer relationship
Team members	Coach and mentor to develop competencies
External	Nature of the Relationship
Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

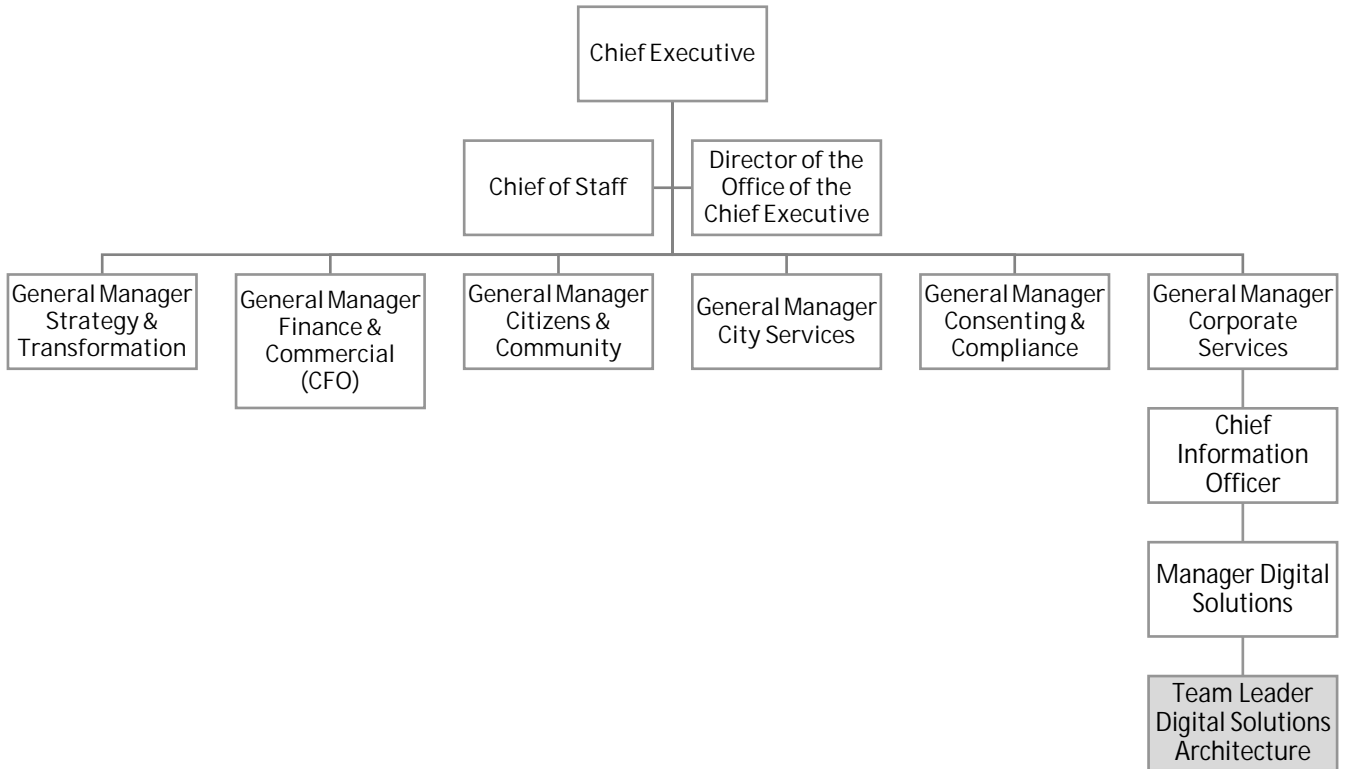
Formal Qualifications and Training	Required	Desirable
Professional qualification in IT related discipline e.g. Information Management, Computer Science or other discipline with extensive experience in information technology	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 10 years in similar environment with 7 years solution architecture experience and continuous improvement within Information Technology	✓	
At least 5 years' experience in a leadership role in a large organisation	✓	
Experience with iterative and agile SDLC methods.	✓	
Knowledge of Service Orientated Architecture integration methods	✓	
Knowledge of ERP solutions, customer interaction solutions and associated platforms.	✓	
Strong stakeholder management and relationship building skills	✓	
Capability to understand business implications, inter-project dependencies and system interfaces to determine the risks and opportunities to the business	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
Focus on Results <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
Partnerships & consultation	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Identifies and builds key partnerships and relationships with stakeholder groups. • Is able to establish common ground, get cooperation and manage differences of opinion. • Builds relationships with Maori communities and engages with confidence. • Promotes an understanding of the cultural diversity of the community. • Actively engages in consultation process where required and monitors effectiveness. 		
<p>Planning & Management</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Builds a team that is collaborative, respectful and which has open dialogue. • Involves team members in planning, goal setting, problem solving and celebrating success. • Proactively resolves disagreements amongst individuals and teams. • Connects team members to relevant people in other parts of the organisation. • Initiates working with other teams in order to deliver better results. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader Digital Workplace Infrastructure	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Services Operations	DIRECT REPORTS: 13
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This role is responsible for leading the Digital Workplace & Infrastructure function to ensure active management throughout the lifecycle (inception through to retirement). This role supports the goal of establishing a best practice Infrastructure practice, continuous improvement framework and process improvement opportunities across Information Technology Unit (IT). The role is:

- Responsible for developing the standards, tools and templates to support a consistent approach in Modern Digital Workplace, and Infrastructure for Information Technology.
- Responsible for providing a dedicated Modern Workplace and Infrastructure operational support and deployment team

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Lead the process to develop the business needs and requirements relating to the operation of best practice modern workplace deployment and Infrastructure Management. • Ensure that critical business outcomes and KPIs reflect performance against agreed objectives.
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Key Areas Of Accountability	
Operational Management	<ul style="list-style-type: none"> • Define and develop the Digital Workplace & Infrastructure practice, including skill and capability development for existing Digital Workplace Deployment Engineer resources. • Champion an environment of continuous improvement against industry and best practice to support the Information Technology Unit objectives. • Responsible for the Digital Workplace programme and Infrastructure lifecycle • Ensures that any risks associated with the agreed Digital Workplace and Infrastructure strategy are clearly documented and described to the clients/users and colleagues. • Takes responsibility for all phases of Infrastructure deployment and the management of the Infrastructure activities within a development project or service. • Ensures that all identified breaches in security are promptly and thoroughly investigated and that any system changes required to maintain security are implemented. • Plans and drives scoping, requirements definition and prioritisation activities for large / complex Infrastructure initiatives. • Ensures that hardware and solution designs balance functional, service quality, security, systems management and sustainability requirements. • Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made.
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with peers within Information Technology and the rest of the Council to foster collaborative leadership. • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both internally and externally. • Provide quality advice to stakeholders by understanding the business drivers and value proposition. • Support the Information Technology Unit to analyse new project initiatives and to enhance the project management framework tools and processes. • Work closely with Information Technology and Business Units to support the delivery of improved processes, Information Technology systems changes, reporting, training and business change. • Interface with external organisations/groups related to Digital Workplace and Infrastructure.
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Service Operations	Reports to
Head of unit and other senior leaders in wider Information Technology Unit	Provide advice to, liaise with

Other leaders in unit	Collaborate with
Team members	Coach and mentor to develop competencies
External	Nature of the Relationship
Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

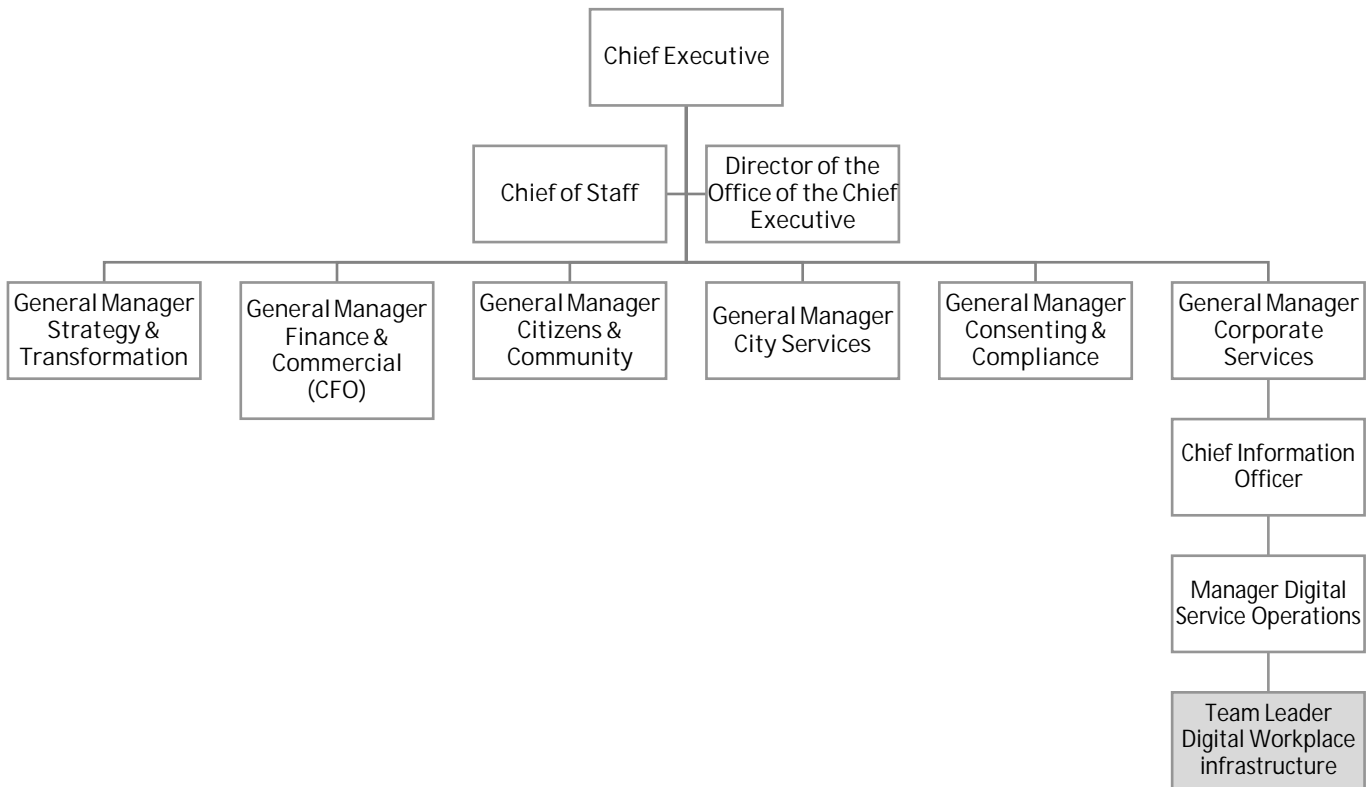
Formal Qualifications and Training	Required	Desirable
Degree in an Information Technology related discipline or extensive experience in an Information Technology infrastructure related position	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 7 years relevant experience within information technology field	✓	
Previous leadership experience, preferably in a large organisation	✓	
Proven experience in providing analysis and recommendations based on project benefits to support business decision-making	✓	
Strong stakeholder management and relationship building skills	✓	
Capability to understand business implications, inter-project dependencies and system interfaces to determine the risks and opportunities to the business	✓	
Sound knowledge on ITIL processes, Incident, problem and change management processes	✓	
Strong capacity planning knowledge	✓	
Experience planning and implementing Cyber Security monitoring and solving procedures	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
Focus on Results <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
Partnerships & consultation	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Identifies and builds key partnerships and relationships with stakeholder groups. • Is able to establish common ground, get cooperation and manage differences of opinion. • Builds relationships with Maori communities and engages with confidence. • Promotes an understanding of the cultural diversity of the community. • Actively engages in consultation process where required and monitors effectiveness. 		
<p>Planning & Management</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Builds a team that is collaborative, respectful and which has open dialogue. • Involves team members in planning, goal setting, problem solving and celebrating success. • Proactively resolves disagreements amongst individuals and teams. • Connects team members to relevant people in other parts of the organisation. • Initiates working with other teams in order to deliver better results. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader Information & Records Management	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Information Management	DIRECT REPORTS: 12
LOCATION: Any Council Location	DATE: December 2019

Purpose of the position:

- The Information and Records Management Team is responsible for the provision and support of records management policy and procedures across Council, supporting the appropriate transparency and accessibility of information. This includes the management of Council's Retention and Disposal Schedule in accordance with the Public Records Act (PRA).
- This role is also responsible for the management of Council's hardcopy document storage, management of the Council Archive, as well as technical application administration and support of core enterprise business applications for records management, e.g. the Electronic Document and Records Management System (EDRMS), the Digital Asset Management System (DAMS), and other systems within Council.
- This role will ensure maximum value and leverage is obtained by the organisation with respect to the electronic records and information held and maintained by Council to support its business processes.
- The position holder will lead a team of skilled records management and technical application support staff who are providing advice, assistance, problem solving, trouble shooting, knowledge management, consultancy, planning, continual service improvement, maintenance, administration, testing, documentation, training, functional support and technical support services to customers and users.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Ensure that individual team members have the necessary tools and resources to assist in the achievement of the stated business objectives, priorities and outputs
Strategic Contribution	<ul style="list-style-type: none"> • Contribute to the development and implementation of Information Management Policy across the organisation. • Ensure that the team has the required skills and resources to enable strategic & business objectives or outcomes to be achieved. • Ensure Legal, Professional and Council organisation requirements are met. • Contribute to the IT Leadership Team's development and management of initiatives aimed at achieving continuous improvement of IT strategy, direction and culture. • Identify and implement process performance improvements relating to records and information management. • Identify and minimise application performance impediments. • Contribute to strategic and business planning for the Information Technology unit. • Establish and develop operational relationships with external organisations.
Resource and Capacity Management	<ul style="list-style-type: none"> • Establish a clear schedule to manage the operational tasks and routines of the team. Ensure the team follows established standards and processes to manage projects. • Scope and estimate work effort based on functional specifications. • Maintain a programme of activity and tasks for the team. • Negotiate resource plans cognisant of project needs and operational based work of the team. • Establish an effective work request process with Business Units and ensure business requirements are fully investigated, agreed and approved before embarking on delivery. • Review and manage any changes to agreed resource plans.
Records Management	<ul style="list-style-type: none"> • Provide technical and strategic advice to internal committees and working groups. • Responsible for the ownership of the EDRM methodology including the definition of business activities, tasks, roles and responsibilities, and training. • Responsible for developing and maintaining the provision of EDRM governance across the organisation. • Responsible for the EDRMS infrastructure and standards including setup and ongoing data maintenance of record type definitions, metadata definitions and security/access control models. • Completion of ongoing data-quality audits to support governance, compliance and regulatory activities. • Develop and implement strategies for metadata management and records management. • Direct EDRM activities across the organisation ensuring improved and continued integrity of Council records. • Guide the development of all EDRM activity requests. • Drive the development and testing of new products and strategies that move the organisation forward in terms of information and records management.

Key Areas Of Accountability

	<ul style="list-style-type: none"> Propose improvements, lead and participate in collaborative projects at the Council and with other organisations to enhance the quality, completeness and usefulness of Council's records. Lead colleagues, and technical experts to ensure functional specifications meet the business need; and that technical specifications are in line with Council solution architecture and information governance policy. Keep abreast of knowledge, developing methodologies and changes in information and records management.
Application Management and Support	<ul style="list-style-type: none"> Develop and apply systems knowledge to business solutions proposed for implementation to meet the changing needs of the organisation. Ensure the team investigates and resolves user errors and problems with EDM and DAM systems / applications. Ensure upgrades are carried out in a timely manner, taking into account the need to minimise impacts on the business.
Project Management	<ul style="list-style-type: none"> Responsible for planning of digitisation and system integration projects in accordance with Council's Project Management Methodology. Oversee and monitor projects to ensure delivery in accordance with the Project Management Plan. Work collaboratively across the organisation to resolve complex issues and avoid risks to projects.
Team Performance and Reporting	<ul style="list-style-type: none"> Ensure that critical business outcomes and KPIs reflect performance against agreed objectives. Provide regular reporting to the manager on team performance and achievements against plan. Alongside the manager, prepare budgets, monitor financial expenditure against budget and take appropriate action where necessary to remain within approved budgets.
Relationship Management	<ul style="list-style-type: none"> Proactively manage the relationships between the team, internal and external customers and various stakeholders. Alongside the manager and other IT managers define the relationship activities that compliment and provide optimum service to the stakeholders. Develop strong business relationships with existing and new customers and partnerships with internal and external service providers. Facilitate, coordinate, and assure high quality delivery of work requests to customers. Resolve customer service issues and develop new customer service opportunities. Liaise with, and build relationships with other key information professionals within the organisation. Interface with external organisations/groups related to records and information management.
Health & Safety	<ul style="list-style-type: none"> Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$TBC
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Information Management	Reports to
IT colleagues	Liaise with, keep informed, share information
Other Council Managers, Team Leaders and Staff	Customers and collaboration
User Groups	Support and advice
External	Nature of the Relationship
External organisations and individuals	Customers and collaboration as needed

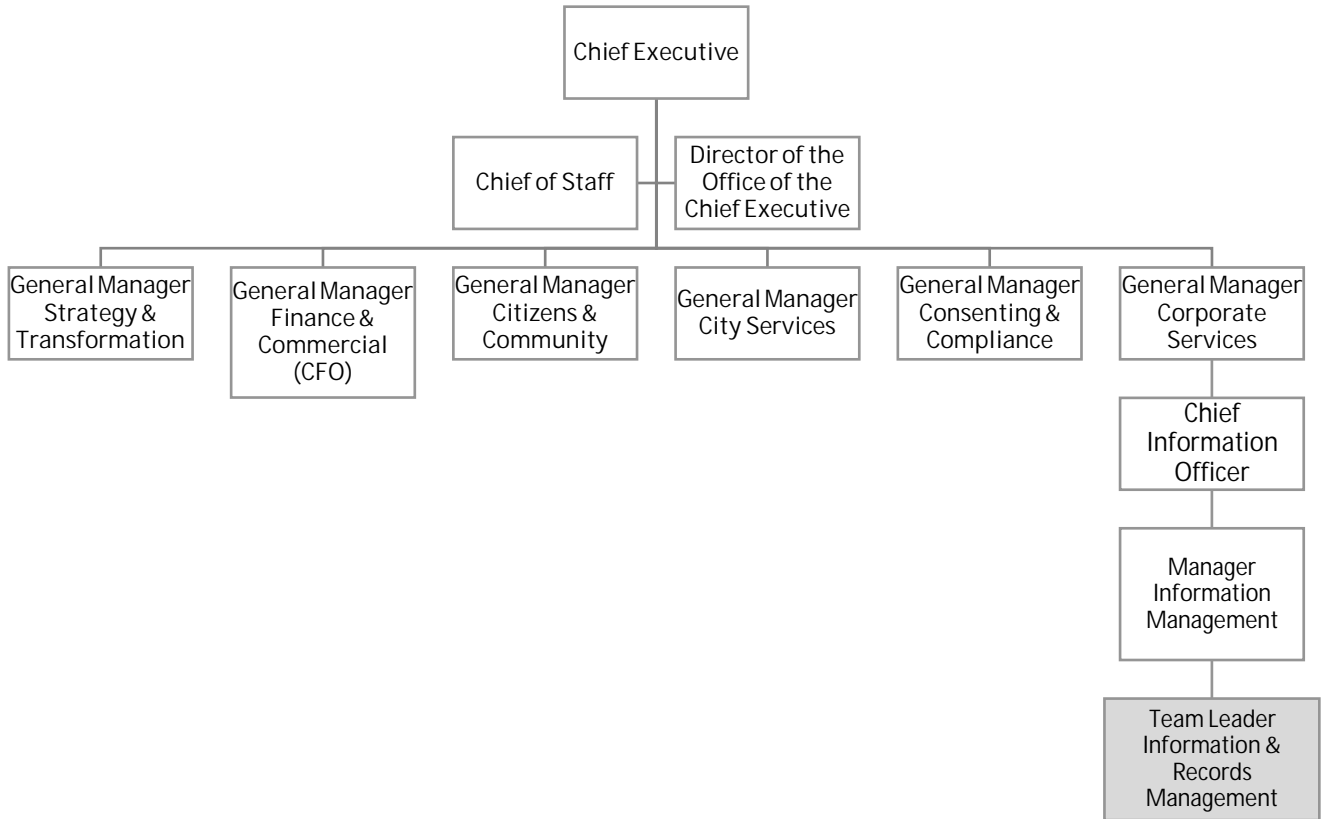
Formal Qualifications and Training	Required	Desirable
Minimum of Bachelor's level qualification in Information Management, Information Systems, Business Studies or related field or significant experience in an appropriate position.	✓	
Formal Project Management methodology accreditation e.g. PMP, PRINCE2		✓

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Minimum of 10 years' experience working with information management systems and managing electronic databases, with at least 3 years team leadership experience	✓	
Previous leadership experience, preferably in a large organisation	✓	
Evidence of creating a high performance culture that drives, supports and inspires talent and staff engagement.	✓	
Strong stakeholder management, vendor relationship management and relationship building skills	✓	
Extensive experience in Records Management processes and systems in a complex environment	✓	
Previous experience in managing projects including design, planning, staff supervision and progress reporting.	✓	
Experienced in the review and documentation of policies, procedures and processes	✓	
Proven domain experience and technical knowledge in large enterprise content management systems	✓	
Understanding of core applications within a large organisation e.g. HP Records Manager, SAP, Pathway, Digital Asset Management System, etc.		✓
An understanding of system integration	✓	
An awareness of key local government legislation (e.g. Local Government Act, Public Records Act, LGOIMA, Privacy Act) and its applicability to the maintenance, management and reporting of records and information	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Demonstrated ability in coaching and staff career development	✓	
<p>Leadership</p> <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> Initiates, encourages and facilitates team to generate their own ideas and solutions. Creates energy and action to solve problems and find innovative solutions. Checks out problems themselves to ensure they are thoroughly understood. Breaks problems down into manageable parts, generating possible approaches and solutions. Considers the impact of possible solutions on results and resources. Is willing to consider bold/different solutions and take calculated risks. 	✓	
<p>Planning & Self-Management</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> Ensures all team members deliver excellent service. Ensures that those who deliver an internal service view staff as customers. Establishes constructive relationships with customers and is able to broach and resolve disagreements. Seeks first hand customer information and stays 'in touch' with front-line needs and issues. Adapts team processes to be customer-centred, within existing budgets. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> Builds a team that is collaborative, respectful and which has open dialogue. Involves team members in planning, goal setting, problem solving and celebrating success. Proactively resolves disagreements amongst individuals and teams. Connects team members to relevant people in other parts of the organisation. Initiates working with other teams in order to deliver better results. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader IT Asset Management	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager IT Programme and Planning	DIRECT REPORTS: 3
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This role is responsible for leading the management of IT Assets and Licencing to ensure active management and delivery of Asset Planning and Management assigned to Information Technology (IT). This role supports the goal of establishing a best practice Asset & Licencing practice, continuous improvement framework and process improvement opportunities across Information Technology Unit (IT). The role will:

- Co-ordinate resources and processes to ensure the Information Technology team's short/medium term planning and assets objectives are met.
- Develop and maintain a strong collaborative relationship within the Group and across other Council teams.
- Ensure sustainable management of assets in line with the Council's strategic documents and statutory requirements.
- Be responsible for the implementation of Best Practice - using appropriate ITIL compliant processes and following all relevant policies and procedures across Information Technology Asset and Configuration Management.
- Lead a team of skilled IT staff who are responsible for the management of the daily operations of IT finance, contracts and asset management, the continual development of the IT asset function and the management of issues arising from its operation.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Lead the process to develop the business needs and requirements relating to the operation of best practice modern workplace deployment and Infrastructure Management.
Operational Management	<ul style="list-style-type: none"> • Champion an environment of continuous improvement against industry and best practice to support the Information Technology Unit objectives. • Provide information and reports to the Management Team of output achievements measured against Unit Key Performance Indicators (KPIs) and Service Level Agreements performance. • Ensure that legal, professional and Council organisational requirements are met and ensure that the team has the required skills and resources to enable objectives or outcomes to be achieved. • Ensure the IT operational Finance and Asset Management tools are up to date and configure to meet Council needs. • Ensure that critical business outcomes and KPIs reflect performance against agreed objectives. • Prepare budgets, monitor financial expenditure against budget and take appropriate action where necessary to remain within approved budgets. • Ensure that the function complies with all Council Strategies, Policies and Plans and that it is relative to the functions delivered. • Support Information Technology projects and programmes by ensuring all asset management strategies are reviewed in the timeframes.
Asset Management	<ul style="list-style-type: none"> • Manages and maintains the service compliance of all IT and service assets in line with business and regulatory requirements involving knowledge of financial and technical processes, tools and techniques. • Identifies, assesses and communicates associated risks. Ensures asset controllers, infrastructure teams and the business co-ordinate and optimise value, maintain control and maintain appropriate legal compliance. • Responsible for the Information Technology Asset Management Plan and Asset Management lifecycle related to IT Hardware and Software ensuring it is align to the Council asset strategy. • Responsible for the management of the lifecycle for all managed assets (hardware, software, intellectual property, licences, warranties etc) including security, inventory, compliance, usage and disposal, aiming to protect and secure the IT Unit assets portfolio, optimise the total cost of ownership and sustainability by minimising operating costs, improving investment decisions and capitalising on potential opportunities. • Manage risks within Asset Management lifecycle optimizing use of assets • Knowledge and use of international standards for asset management and close integration with security, change, and configuration management are examples of enhanced asset management development.
Financial Management	<ul style="list-style-type: none"> • Advises on financial planning and budgeting. • Assists with the definition and operation of effective financial control and decision making, especially in the areas of service, projects and component cost models and the allocation and apportionment of all incurred IT costs. • Analyses actual expenditure, explains variances, and advises on options in use of available budget.
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with peers within Information Technology and the rest of the Council to foster collaborative leadership.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both internally and externally. • Provide quality advice to stakeholders by understanding the business drivers and value proposition. • Support the Information Technology Unit to analyse new project initiatives and to enhance the project management framework tools and processes. • Work closely with Information Technology and Business Units to support the delivery of improved processes, Information Technology systems changes, reporting, training and business change. • Interface with external organisations/groups related to IT Asset & Licencing Management
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing the budget for IT assets and licenses
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager IT Programme and Planning	Reports to
Head of unit and other senior leaders in wider Information Technology Unit	Provide advice to, liaise with
Other leaders in unit	Collaborate with
Team members	Coach and mentor to develop competencies
External	Nature of the Relationship
Council Information Technology vendors	Tools and Services
Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

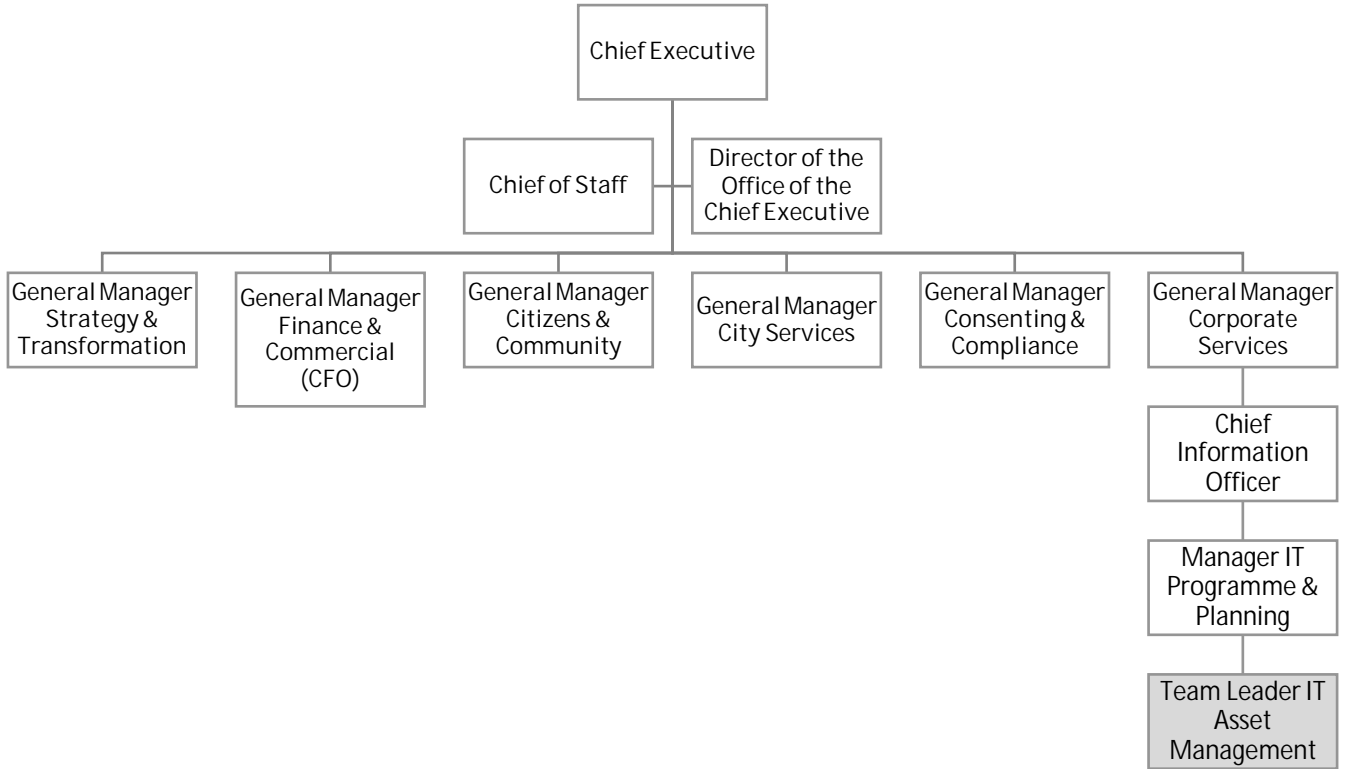
Formal Qualifications and Training	Required	Desirable
Degree in an Information Technology related discipline or other qualification with significant experience in Information Technology Asset Management and Configuration	✓	
ITIL foundation certification	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 7 years in Finance, Asset, Contracts and Configuration Management within Information Technology	✓	
At least 5 years' experience in a leadership role in a large organisation		✓

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
Experience in IT Asset and Configuration Management	✓	
Extensive experience in Service Management tools configuration, workflows, software development and software development methodologies		✓
Capability to understand business implications, inter-project dependencies and system interfaces to determine the risks and opportunities to the business	✓	
<p>Leadership</p> <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
<p>Planning & self-management</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
<p>Strategic focus</p> <ul style="list-style-type: none"> Ensures customer feedback is provided to the organisation to help shape the future of services provided. Explains and enhances the team's understanding of Council priorities, challenges and external influences. Reviews, develops and improves services in alignment with LTP/AP/business goals. Considers historical factors and potential future developments which may affect team activities. Anticipates trends and changing customer and community requirements. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader IT Data Network	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Service Operations	DIRECT REPORTS: 2
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This role is responsible for leading the IT Data Network function to ensure active management of all phases of network deployment and network project activities. This role supports the goal of establishing a best practice Data Network practice, continuous improvement framework and process improvement opportunities across Information Technology Unit. The role is:

- Responsible for developing the standards, tools and templates to support a consistent approach in the Data Network for Information Technology.
- Responsible for providing dedicated network support to both projects, services, and operational teams.
- Responsible for developing the standards, tools and templates to support a consistent approach for the Data Network Cyber Security for Information Technology.
- Responsible for the overall cyber security of the Data Network for the Information Technology.
- Lead the team of network engineer resources within the Information Technology Unit.
- Network resource management across the IT Unit to ensure optimal utilisation of resources, and proactive planning of workforce requirements.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies.
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Lead the process to develop the business needs and requirements relating to the operation of best practice modern workplace deployment and Infrastructure Management. • Ensure that critical business outcomes and KPIs reflect performance against agreed objectives.
Operational Management	<ul style="list-style-type: none"> • Define and develop the network practice, including skill and capability development for existing networking resources. • Champion an environment of continuous improvement against industry and best practice to support the Information Technology Unit objectives. • Regularly benchmark against industry and best practice competency and quality standards. • Ensures that any risks associated with the agreed Network strategy are clearly documented and described to the clients/users and colleagues. • Takes responsibility for all phases of Network deployment and the management of the activities within a network project including cyber security best practices • Creation and maintenance of overall network plans, encompassing the communication of data, voice, text and image, in the support of an organisation's business strategy • Produces outline system designs and specifications, and overall architectures, topologies, configuration databases, security and design documentation of networks and networking technology within the organisation. • Specifies and designs complex hardware components/ systems, and selects appropriate design standards, methods and tools, which are consistent with agreed Council policies, and ensures they are applied effectively and secure. • Ensures that hardware designs balance functional, service quality, security, systems management and sustainability requirements. • Proactively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes. • Plan and manage the capacity of the Information Technology infrastructure and physical environments so that it matches the evolving demands of the business in the most cost effective and timely manner. • Understand the demands currently being made for network resources and produce forecasts for future requirements.
Asset Management	<ul style="list-style-type: none"> • Manages and maintains the service compliance of all network related assets in line with business and regulatory requirements involving knowledge of financial and technical processes, tools and techniques. • Ensures asset controllers, infrastructure teams and the business co-ordinate and optimise value, maintain control and maintain appropriate legal compliance. • Account for related network assets and configurations within the organisation and its services.
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with peers within Information Technology and the rest of the Council to foster collaborative leadership. • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both internally and externally. • Provide quality advice to stakeholders by understanding the business drivers and value proposition.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Support the Information Technology Unit to analyse new project initiatives and to enhance the project management framework tools and processes. Work closely with Information Technology and Business Units to support the delivery of improved processes, Information Technology systems changes, reporting, training and business change. Interface with external organisations/groups related to IT network
Health & Safety	<ul style="list-style-type: none"> Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ TBC
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Service Operations	Reports to
Head of unit and other senior leaders in wider Information Technology Unit	Provide advice to, liaise with
Other leaders in unit	Collaborate with
Users in all locations	Provide services to, support and liaise with
Information Technology Testers	Coach and mentor to develop competencies
External	Nature of the Relationship
Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

Formal Qualifications and Training	Required	Desirable
Degree in an Information Technology related discipline or extensive experience in an Infrastructure Information Technology data network related position	✓	

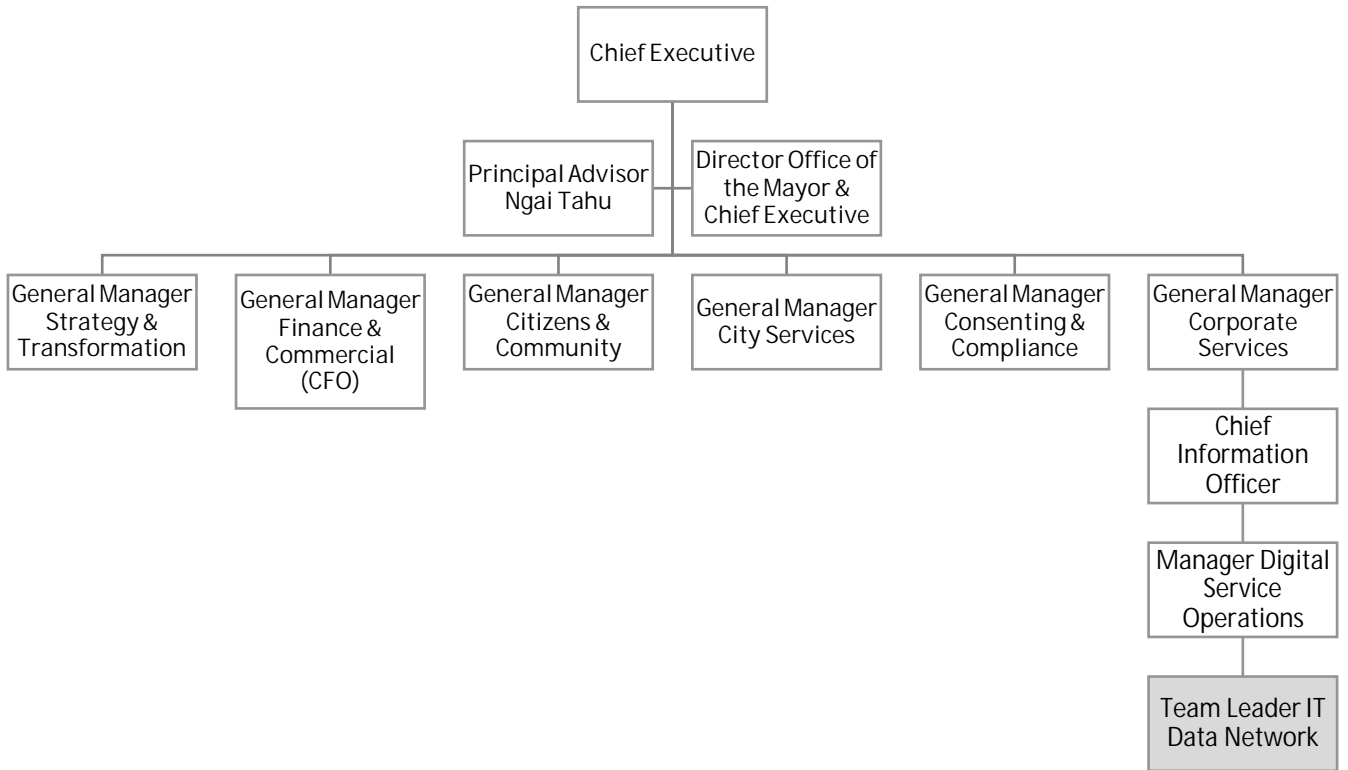
Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 7 years data network design and implementation, or other relevant experience within information technology field	✓	
Previous leadership experience, preferably in a large organisation	✓	
Experience providing analysis and recommendations based on project benefits to support business decision-making	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
Evidence of creating a high performance culture that drives, supports and inspires talent and staff engagement.	✓	
Sound knowledge and experience in Cyber Security Strategy, roadmap and execution	✓	
Strong stakeholder management and relationship building skills	✓	
Experience in a hybrid environment with legacy and cloud solutions integration	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
Focus on Results <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
Partnerships & consultation <ul style="list-style-type: none"> Identifies and builds key partnerships and relationships with stakeholder groups. Is able to establish common ground, get cooperation and manage differences of opinion. Builds relationships with Maori communities and engages with confidence. Promotes an understanding of the cultural diversity of the community. Actively engages in consultation process where required and monitors effectiveness. 	✓	
Planning & Management <ul style="list-style-type: none"> Plans the activity of the team and modifies plans in line with changing business needs. Ensures work is scoped and broken down into goals/tasks which can be delegated. Delegates appropriately and with sufficient instructions. Co-ordinates and maximises the productivity of their team. 	✓	
Working Collaboratively <ul style="list-style-type: none"> Builds a team that is collaborative, respectful and which has open dialogue. Involves team members in planning, goal setting, problem solving and celebrating success. Proactively resolves disagreements amongst individuals and teams. Connects team members to relevant people in other parts of the organisation. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
• Initiates working with other teams in order to deliver better results.		

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader IT Service Desk	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Service Operations	DIRECT REPORTS: 12
LOCATION: Any Council Location	DATE: February 2020

Purpose of the position:

- Responsible for the provision of a proactive and robust 1st and 2nd level IT support service to all users of Council IT systems.
- Responsible for the implementation of Best Practice - using appropriate ITIL compliant processes and following all relevant policies and procedures across their area of responsibilities.
- Lead a team of skilled IT staff, management of the daily operations of the Service Desk, the continual development of the Service Desk function and the management of issues arising from its operation.
- Ensure that the staff to whom they assign work, have the appropriate experience and expertise to complete the work to IT standards in a timely manner and that appropriate processes and procedures exist to ensure a consistently high level of service.
- Configuration, management and administration of the Council Service Management tools

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Lead the process to develop the business needs and requirements relating to the operation of best practice Service Desk Management • Ensure that critical business outcomes and KPIs reflect performance against agreed objectives
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Key Areas Of Accountability

<p>Service Desk Management</p>	<ul style="list-style-type: none"> • Contribute to the Leadership Team's development and management of initiatives aimed at achieving continuous improvement of IT services. • Provide information and reports to the Management Team of output achievements measured against Unit Key Performance Indicators (KPIs) and Service Level Agreements performance. • Contribute to the future direction and planning of the Unit through active participation in team leader meetings and other forums. • Ensure that legal, professional and Council organisational requirements are met and ensure that the team has the required skills and resources to enable objectives or outcomes to be achieved. • Ensure the IT Service Management tools are up to date and configured to meet Council needs. • Communicate clearly and regularly to all team members on issues of relevance to the team, the unit and the network • Undertake recruitment, staff selection, appraisal and performance management of the team. • Ensure that critical business outcomes and KPIs reflect performance against agreed objectives. • Prepare budgets, monitor financial expenditure against budget and take appropriate action where necessary to remain within approved budgets.
<p>Service Desk</p>	<ul style="list-style-type: none"> • Supervise the day-to-day activities of the Service Desk, including the processing of incoming calls to the Service Desk via all channels (e.g. telephone, e-mail etc) to ensure courteous, timely, and effective resolution of end user issues. • Supervise the Service Desk staff, produce duty rosters, recruit new staff, develop personal development and training plans and conduct performance reviews with all staff. • Establish a clear schedule to manage the operational tasks and routines of the team. Ensure the team follows established standards and processes in their work. • Ensure the successful completion and resolution of each call, including, ensuring that the customer is kept informed of progress on a regular basis. • Implement, document and maintain all the appropriate ITIL processes necessary to provide a consistent business focused Service Desk experience to the customer. • Manage the quality of the service provided by the team and develop and foster a customer focused service culture within the team. • Develop and agree processes to manage the interfaces with other support functions within the IT unit. • Establish and maintain the interfaces between customers and the IT Unit. Represent the Service Desk at meetings with customers, suppliers and other stakeholders as necessary. • Analyse and resolve incidents, utilising own skills, remote desktop takeover and knowledge -based tools, or, if necessary, escalation to 2nd level support. • Respond to requests for assistance from customers, including diagnosis and resolution or referral of faults, and provision of information relating to IT services i.e. basic troubleshooting of hardware configuration: hard drive, graphic, sound and network cards. • Own the communication plan for Major Incidents

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Manage the mobile device fleet for council including provisioning, day-to-day connections and billing, budget forecasting and Mobile Device Management (MDM) policies and security • Plan the take-on of new services and workloads as and when necessary. • Provide input to SLA negotiations and reviews to ensure agreed Service Level Agreement (SLA) targets can be met. • Provide monthly/weekly and ad-hoc statistical, trend and written reports to management as required. • Install, configure, manage and maintain the Council Information Technology Service Management Tools
Customer Service	<ul style="list-style-type: none"> • Ensure the provision of quality services which are effective, efficient, timely, consistent and focused on anticipating and exceeding customer expectations. • Develop and implement new processes in conjunction with other teams to improve customer service and satisfaction. • Provide the right information to ensure that customers understand information management requirements and the rationale for these. • Ensure that requests are answered in a timely manner and meet the performance expectations set.
Relationship Management	<ul style="list-style-type: none"> • Proactively and skilfully manage the complex relationships between the group, information owners, internal and external customers and various stakeholders. • Liaise and maintain effective relationships with vendors. • Liaise with, and build effective relationships with other key information professionals within the organisation. • Interface with external organisations/groups related to Service Desk and Customer Services.
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Service Operations	Reports to
Senior leaders in IT and wider Information Technology Unit	Advise and liaise with,
Information Technology staff	Coach and mentor to develop competencies
External	Nature of the Relationship
Council Information Technology vendors	Tools and Services

Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

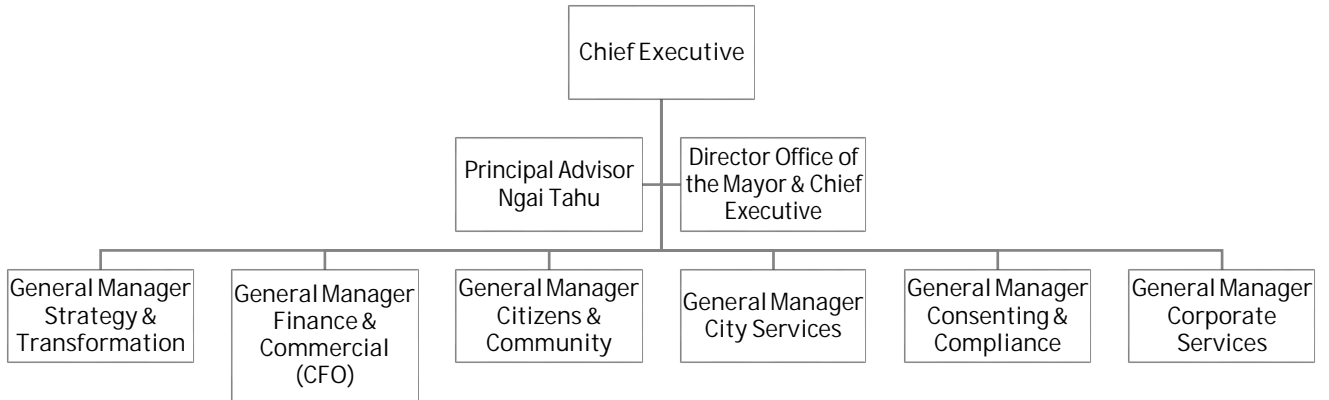
Formal Qualifications and Training	Required	Desirable
Degree in an Information Technology related discipline or experience in an Information Technology related position	✓	
ITIL foundation certification	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 7 years Information Technology Service Desk experience and/or Continuous Improvement within Information Technology	✓	
Experience in a leadership role in a large organisation		✓
Experience in Service Management and Service Desk	✓	
Evidence of creating a high performance culture that drives, supports and inspires talent and staff engagement.	✓	
Strong stakeholder management and relationship building skills	✓	
Demonstrated ability in coaching and staff career development	✓	
Demonstrated evidence of investment in individual and team relationships leading to high performance and staff engagement.	✓	
Capability to understand business implications, inter-project dependencies and system interfaces to determine the risks and opportunities to the business	✓	
Sound knowledge and experience in business and change management processes		✓
Demonstrated experience in utilising networks to source and implement industry best practice standards.	✓	
Experience in developing competency frameworks	✓	
Demonstrated facilitation skills with technical experts and across teams	✓	
Strong in collaborating to enable a better customer experience.	✓	
Extensive experience in Service Management tools configuration, workflows, software development and software development methodologies	✓	
Leadership <ul style="list-style-type: none"> • Leads team by providing direction, motivation, coaching and supporting staff. • Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. • Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. • Provides opportunities for others to develop their leadership. • Facilitates the creation of a safe and healthy work environment. 	✓	
Focus on Results	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Sets clear goals, expectations and assigns responsibility for tasks and decisions. • Leads calmly, maintaining focus on the goals. • Manages resources effectively to achieve results. • Regularly monitors team and individual progress and celebrates success. • Recognises progress and high performance. 		
<p>Planning & Self-Management</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Partnerships & Consultation</p> <ul style="list-style-type: none"> • Identifies and builds key partnerships and relationships with stakeholder groups. • Is able to establish common ground, get cooperation and manage differences of opinion. • Builds relationships with Maori communities and engages with confidence. • Promotes an understanding of the cultural diversity of the community. • Actively engages in consultation process where required and monitors effectiveness. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Ensures customer feedback is provided to the organisation to help shape the future of services provided. • Explains and enhances the team's understanding of Council priorities, challenges and external influences. • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader Library Systems Support	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Service Operations	DIRECT REPORTS: 5
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

- To lead the operation and ongoing development of the library management systems to ensure effective support of library processes, and to ensure effective user support operations.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Manage assigned budgets and maintain an overview of day-to-day expenditure by the Technical Teams • Communicate regularly with the team and ensure open communication across teams, including communicating the implications of organisational vision and strategies to team colleagues
System Analysis and Development	<ul style="list-style-type: none"> • Ensuring that the library management system supports library processes and policies • Identifying, analysing and problem solving system issues to ensure best value from the library management system, in conjunction with Digital Library Services Team colleagues • Maintaining current knowledge of new developments in the library management system, evaluating these, and making recommendations for implementation to the Manager

Key Areas Of Accountability

	<ul style="list-style-type: none"> • Developing and presenting business cases for significant system developments based on library business needs and including cost-benefit analysis • Participating or leading projects in relation to systems development • Maintaining awareness of best practice in systems development to inform decisions and actions • Liaison with suppliers of library software and hardware
System Integration	<ul style="list-style-type: none"> • Maintaining a thorough working knowledge of tools available in the library management system to maximise integration with public and web systems • Liaison with other Team colleagues to coordinate and develop processes and initiatives that integrate web and library systems • Working across the Group to develop and implement customer focussed system improvements
System and User Support	<ul style="list-style-type: none"> • Ensuring User Support Specialists are trained and familiar with all aspects of the library management system • Planning and project managing system upgrades, including documentation and communication with library colleagues • Delivering customer service on the Help Desk when required • Responding to enquiries received through the Help Desk, undertaking diagnosis of IT related problems and providing solutions to these. • Providing user support in specific platforms and applications e.g. Windows, Symphony, Internet, MS Office Suite according to Digital Library Services Team guidelines • Ensuring the installation of new products or new versions of software according to the Operational Plan or as required by Council policies, including planning for this in conjunction with the Manager • Implementing software installation plans by working in conjunction with Team members • Ensuring the installation, maintenance and updating of hardware according to DLS Operational Plan and budget provisions and in consultation with the Manager • Ensuring customers are advised of progress relating to installations or maintenance, including negotiating new timeframes as required • Ordering resources and equipment as required to support installation programmes and the on-going maintenance of hardware and software
Quality Control	<ul style="list-style-type: none"> • Contributing to the establishment of standards for software/hardware implementation procedures and performance by making recommendations and working in conjunction with the Manager • Producing documentation relating to implementation and performance standards and ensuring on-going currency and relevance of this • Ensuring that team members are aware of documentation and that they can access the documentation • Establishing a programme for the monitoring of relevant standards and taking action as appropriate to ensure standards are maintained • Maintaining and reviewing software licensing and purchase regimes to ensure that Christchurch City Libraries meets all its responsibilities regarding the use of software

Key Areas Of Accountability	
Health & Safety	<ul style="list-style-type: none"> Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Service Operations	Reports to
Team Members	Provide leadership to
Library colleagues	Customer
Council IT Unit colleagues	Colleagues
Council Shared Services	Receives advice and services
External	Nature of the Relationship
Library customers	Customer
Vendors	Procurement of products

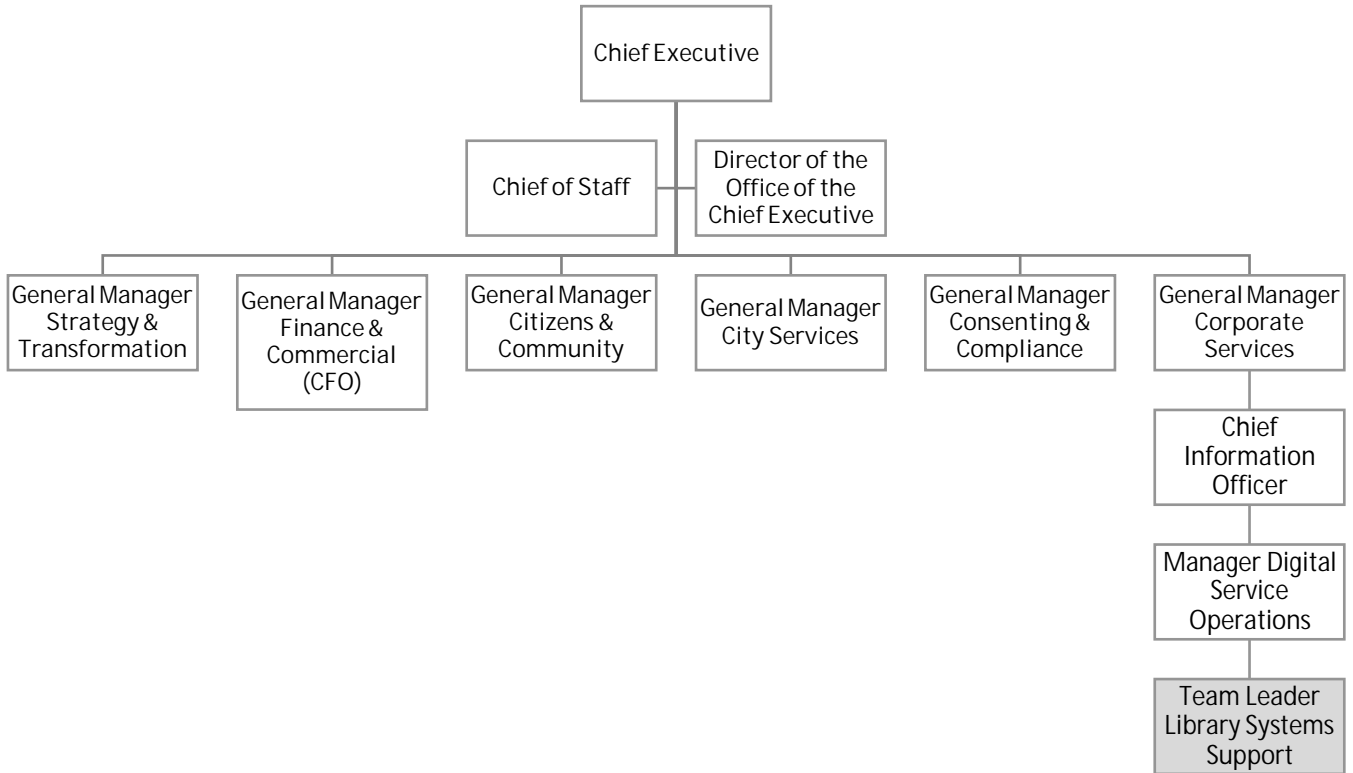
Formal Qualifications and Training	Required	Desirable
Degree level qualification in Information Management or Information Systems or Computing or relevant discipline	✓	
Microsoft Certified Professional (MCP)		✓

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
A minimum of 3 years' experience in a technical helpdesk or system support role, at least 12 months of which must be as a team leader.	✓	
Excellent communication skills, including written documentation.	✓	
Ability to work closely with business areas in order to analyse their requirements as well as negotiate and present findings.	✓	
Analytical thinking skills and the ability to develop findings into formal user requirement specifications	✓	
Proven ability to develop business cases and cost benefit analysis	✓	
Project management experience with the ability to organise and prioritise work loads	✓	
Experience in business process planning	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Experience and knowledge of computer systems to MCP qualification level, more specifically sound troubleshooting skills on Windows OS and applications		✓
Experience in and knowledge of library computer systems		✓
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
Customer Focus <ul style="list-style-type: none"> Ensures all team members deliver excellent service. Ensures that those who deliver an internal service view staff as customers. Establishes constructive relationships with customers and is able to broach and resolve disagreements. Seeks first hand customer information and stays 'in touch' with front-line needs and issues. Adapts team processes to be customer-centred, within existing budgets. 	✓	
Focus on Results <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
Communication <ul style="list-style-type: none"> Role models two-way (top-down/bottom-up) communication and feedback. Communicates organisation information to their team promptly. Shares suggestions, ideas and feedback across teams. Promotes the use of Council templates and professional methods of communication. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader Project Management	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager IT Programme & Planning	DIRECT REPORTS: 10
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

To be responsible for ensuring the delivery of a consistent, transparent and professional project management service to the managers in the Information Technology (IT) Unit by providing leadership to a team delivering IT projects.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies.
Project Management	<ul style="list-style-type: none"> • Development of a high quality project management service for IT projects to ensure alignment to the project management framework and the planned programme of work • Work collaboratively with IT managers to assign suitably skilled project managers to projects. • Ensure robust project management methodologies are established and adhered to. • Responsible for updating and maintaining the IT Project Management framework, taking in to account feedback from project managers, service managers, portfolio analysts and Manager • Ensure the overall project management framework is understood and accepted by the wider IT unit.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Ensure Legal, Procurement, Professional and Council organisation requirements are understood and adhered to by the project managers • Input into the programme planning activities carried out by the Portfolio Analyst and the Manager. • Provide coaching and mentoring to Project Managers and Project Co-ordinators on all aspects of project planning and scheduling, project financial management, project delivery, leading project teams, communication and stakeholder engagement. • Ensure consistency and transparency across all projects being delivered by IT.
Training and Technical Writing	<ul style="list-style-type: none"> • Provision of quality training plans, analysis and resource to projects and service managers. • In conjunction with technical writer, provision of training documentation and e-learning to projects and BAU projects
Contribution to the Wider Unit	<ul style="list-style-type: none"> • Share project information and lessons learned • Actively contribute to project and unit meetings as appropriate • Proactively effect a collaborative and customer service focussed image for the Programme and Planning team and the wider IT Unit • Liaise with, and build effective relationships with all contacts both internal and external to Council
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager IT Programme & Planning	Reports to, provide input into programme planning; resource demand planning
IT senior leaders	Provision of quality project management resource
Heads of Units, and staff of all units	Seek feedback on project manager performance
Managers and other staff in units	Seek feedback on project manager performance
Portfolio Analyst	Work together on resource planning
External	Nature of the Relationship
3rd Party Vendors	Establishment and management of contracts for consulting services

Formal Qualifications and Training	Required	Desirable
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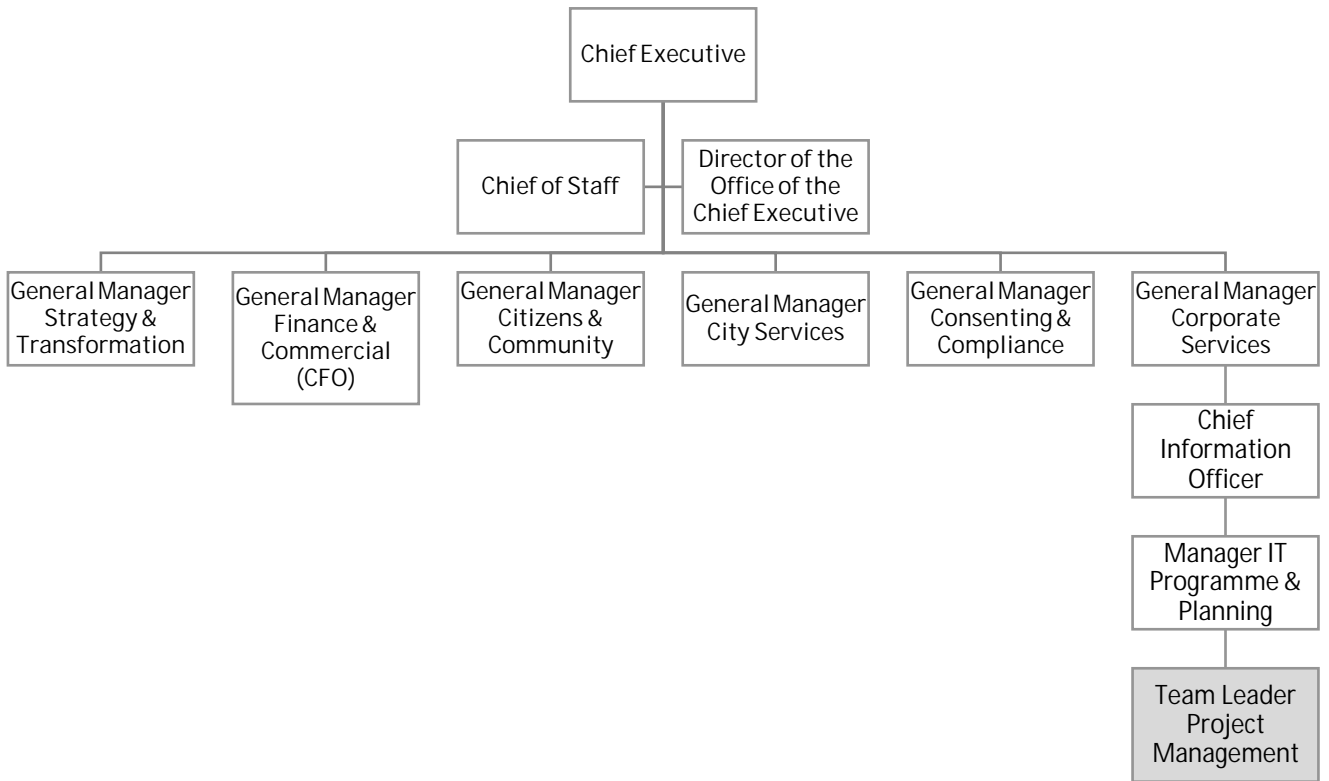
Undergraduate university degree in relevant area e.g. ICT, Business or equivalent qualification with experience	✓	
Postgraduate university degree or equivalent		✓
PMP accreditation or similar professional project management qualification	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Minimum 10 years IT industry experience with 5 years' experience as project/programme manager managing implementation of major projects, ideally IT projects	✓	
Minimum 2 years team leadership experience	✓	
Advanced knowledge and experience with the application of project management methodologies (PMBOK preferred) with direct project management experience in complex private or public sector projects (> \$1 million).	✓	
Extensive relationship management experience.	✓	
Excellent communication including report writing and presentation.	✓	
Advanced computer skills in the Windows environment including MS Project.	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
Communication <ul style="list-style-type: none"> Role models two-way (top-down/bottom-up) communication and feedback. Communicates organisation information to their team promptly. Shares suggestions, ideas and feedback across teams. Promotes the use of Council templates and professional methods of communication. 	✓	
Focus on Results <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
Working Collaboratively <ul style="list-style-type: none"> Builds a team that is collaborative, respectful and which has open dialogue. Involves team members in planning, goal setting, problem solving and celebrating success. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Proactively resolves disagreements amongst individuals and teams. • Connects team members to relevant people in other parts of the organisation. • Initiates working with other teams in order to deliver better results. 		
<p>Learning & Growth</p> <ul style="list-style-type: none"> • Knows each team member's key strengths and development areas. • Creates time to grow and develop individuals and the team itself. • Helps team members develop their own self-awareness. • Continually supports team members to learn and grow. • Provides opportunities to learn on-the-job and to practice new skills. • Seeks input and feedback on the team's effectiveness. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader S4/HANA	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Business Systems Platform Manager	DIRECT REPORTS: 14
LOCATION: Any Council location	DATE: July 2019

Purpose of the position:

This role is responsible for leading the active management of S4/HANA business systems platforms throughout their lifecycle (inception through to retirement) in order to address a market opportunity /customer need and generate the greatest possible value for the business.

- Lead the IT S4/HANA Business systems platforms and resources required to plan for, develop, deliver and support IT services and products to meet the needs of the Council.
- Ensure the performance of systems and services in terms of their contribution to business performance and their financial costs and sustainability.
- Develop continual service improvement plans to ensure the IT S4/HANA platforms adequately supports business needs.
- Responsible for providing dedicated S4/HANA development and support to both projects and operational teams.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies.
Operational Management	<ul style="list-style-type: none"> • Define and develop the S4/HANA practice, including skill and capability development for existing development resources.

Key Areas Of Accountability

	<ul style="list-style-type: none"> • Bridge the gap between the business and IT by bringing knowledge and experience across people, process and systems. • Ensures that any risks associated with the agreed S4/HANA strategy are clearly documented and described to the clients/users and colleagues. • Leads successful roll-outs of new and changed SAP - ERP software and associated hardware across all environments • Develops and maintains specialist knowledge of database concepts, object and data modelling techniques and design principles and a detailed knowledge of database architectures, software and facilities. • Provide S4/HANA development and recommendations based on project qualitative and quantitative benefits to support business decisions regarding projects. • Champion an environment of continuous improvement against industry and best practice to support the Information Technology Unit objectives. • Provide professional business process improvement expertise and support across the Unit. • Lead the S4/HANA phase of a project, with overall responsibility for identifying the end to end business outcomes based on requirements and process design. • Create and Maintain the SAP Champion community within the Business to support all S4/HANA functionality
Information Management and Analytics	<ul style="list-style-type: none"> • Manages practices and processes to ensure the security, integrity, safety and availability of all forms of S4/HANA data and data structures that make up the organisation's information. • Manages data and information in all its forms and the analysis of information structure (including logical analysis of taxonomies, data and metadata). • Develop innovative ways of managing the S4/HANA information assets of the organisation. • Apply relevant techniques that may include statistical and data mining algorithms and machine learning methods such as rule induction, artificial neural networks, genetic algorithms and automated indexing systems. • Undertakes analytical activities and delivers analysis outputs, in accordance with customer needs and conforming to agreed standards.
Customer & Relationship Management	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with peers within Information Technology and the rest of the Council to foster collaborative leadership. • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both internally and externally. • Support the Information Technology Unit to analyse new project initiatives and to enhance the project management framework tools and processes. • Interface with external organisations/groups related to SAP
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Business Systems Platform	Reports to
Head of unit and other senior leaders in wider Information Technology Unit	Provide advice to, liaise with
Team Leader SAP – Technical	Work closely with
Other leaders in unit	Collaborate with
Team members	Coach and mentor to develop competencies
External	Nature of the Relationship
Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

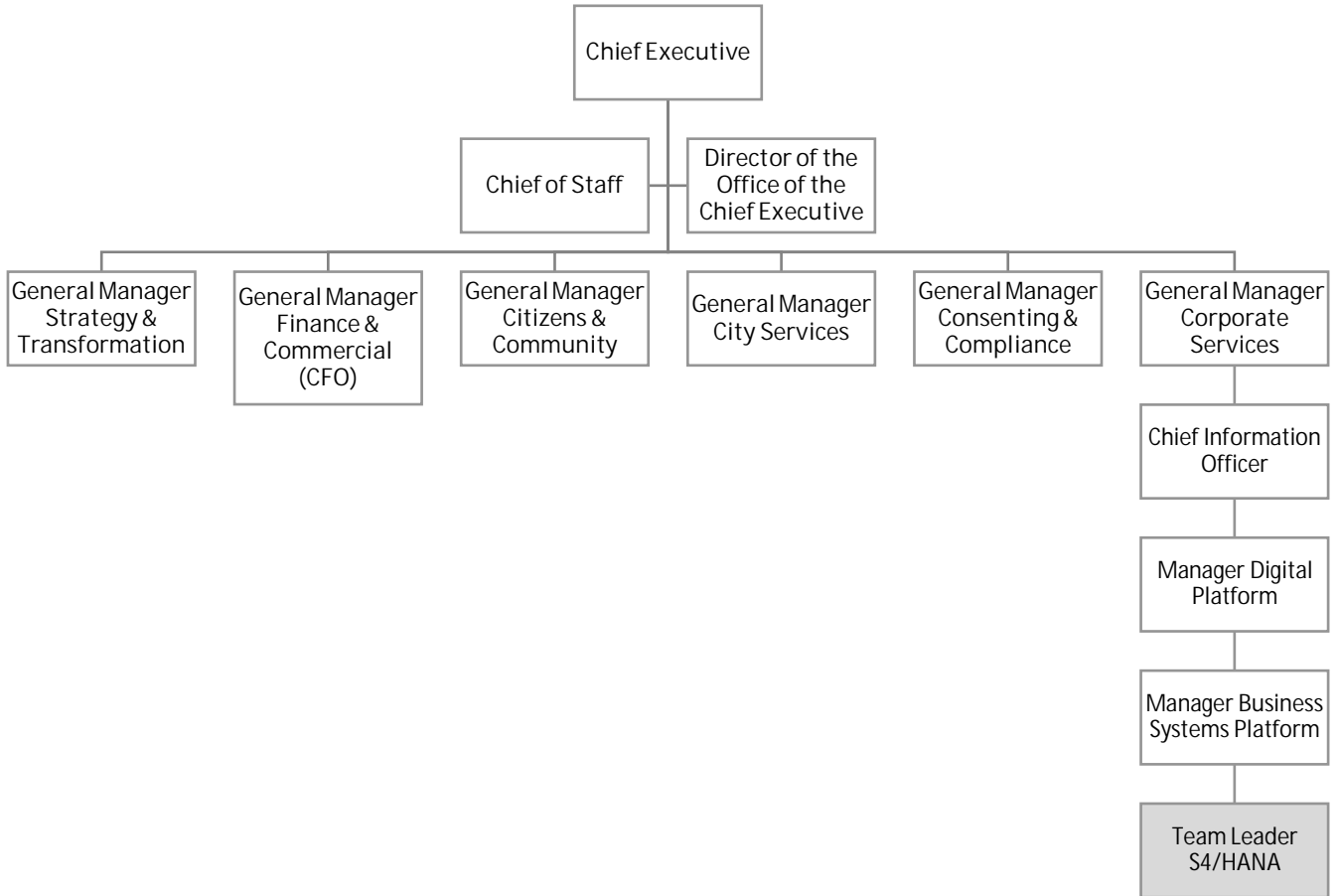
Formal Qualifications and Training	Required	Desirable
Degree in an Information Technology related discipline or extensive experience in an Information Technology related position	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 7 years SAP development/configuration experience within Information Technology	✓	
Previous experience in a leadership role, preferably in a large organisation		✓
Experience in a SAP Senior role or Software Development	✓	
Experience providing analysis and recommendations based on project benefits to support business decision-making	✓	
Evidence of creating a high performance culture that drives, supports and inspires talent and staff engagement.	✓	
Strong stakeholder management and relationship building skills	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
Focus on Results	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Sets clear goals, expectations and assigns responsibility for tasks and decisions. • Leads calmly, maintaining focus on the goals. • Manages resources effectively to achieve results. • Regularly monitors team and individual progress and celebrates success. • Recognises progress and high performance. 		
<p>Planning & self-management</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Builds a team that is collaborative, respectful and which has open dialogue. • Involves team members in planning, goal setting, problem solving and celebrating success. • Proactively resolves disagreements amongst individuals and teams. • Connects team members to relevant people in other parts of the organisation. • Initiates working with other teams in order to deliver better results. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader SAP Technical	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Business Systems Platform	DIRECT REPORTS: 3
LOCATION: Any Council location	DATE: July 2019

Purpose of the position:

This role is responsible for leading the active management of SAP Technical business system platforms throughout their lifecycle (inception through to retirement) in order to address a market opportunity /customer need and generate the greatest possible value for the business. The role will:

- Lead the SAP Technical Business system platforms and resources required to plan for, develop, deliver and support IT services and products to meet the needs of the Council.
- Ensure the performance of systems and services in terms of their contribution to business performance and their financial costs and sustainability.
- Develop continual service improvement plans to ensure the SAP Technical platforms adequately supports business needs.
- Be responsible for providing dedicated SAP Technical system development and support to both projects and operational teams.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies.
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Key Areas Of Accountability

Operational Management	<ul style="list-style-type: none"> • Define and develop the SAP Technical practice, including skill and capability development for existing development resources. • Bridge the gap between the business and IT by bringing knowledge and experience across people, process and systems. • Ensures that any risks associated with the agreed SAP Technical strategy are clearly documented and described to the clients/users and colleagues. • Leads successful roll-outs of new and changed SAP Technical software and associated hardware across all environments • Develops and maintains specialist knowledge of database concepts, object and data modelling techniques and design principles and a detailed knowledge of database architectures, software and facilities. • Provide SAP Technical development and recommendations based on project qualitative and quantitative benefits to support business decisions regarding projects. • Champion an environment of continuous improvement against industry and best practice to support the Information Technology Unit objectives. • Provide professional business process improvement expertise and support across the Unit. • Lead the SAP Technical phase of a project, with overall responsibility for identifying the end to end business outcomes based on requirements and process design. • Drive the SAP Champion community within the business to support all the SAP functionality
Information Management and Analytics	<ul style="list-style-type: none"> • Manage practices and processes to ensure the security, integrity, safety and availability of all forms of SAP Technical data and data structures that make up the organisation's information. • Manage data and information in all its forms and the analysis of information structure (including logical analysis of taxonomies, data and metadata). • Develop innovative ways of managing the SAP Technical information assets of the organisation. • Apply relevant techniques that may include statistical and data mining algorithms and machine learning methods such as rule induction, artificial neural networks, genetic algorithms and automated indexing systems. • Undertake analytical activities and delivers analysis outputs, in accordance with customer needs and conforming to agreed standards.
Customer & Relationship Management	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with peers within Information Technology and the rest of the Council to foster collaborative leadership. • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both internally and externally. • Support the Information Technology Unit to analyse new project initiatives and to enhance the project management framework tools and processes. • Interface with external organisations/groups related to SAP Technical
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$Nil

Key Areas Of Accountability

Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website
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Key Relationships/Customers:

Internal	Nature of the Relationship
Manager Business Systems Platform	Reports to
Head of unit and other senior leaders in wider Information Technology Unit	Provide advice to, liaise with
Team Leader SAP – ERP	Work closely with
Other leaders in unit	Collaborate with
Team members	Coach and mentor to develop competencies
External	Nature of the Relationship
Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

Formal Qualifications and Training

	Required	Desirable
Degree in an Information Technology related discipline or extensive experience in an Information Technology related position	✓	

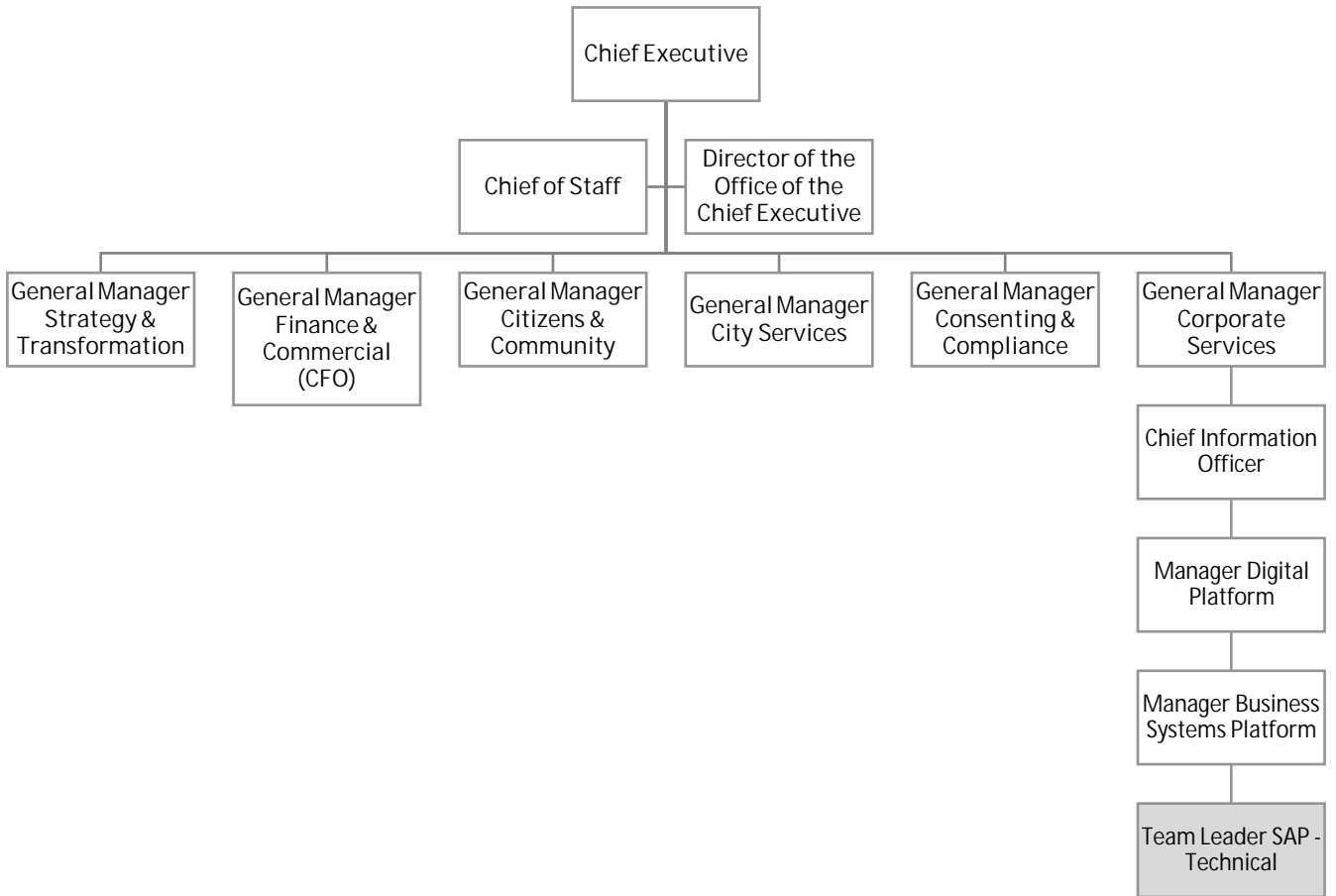
Key Competencies/Knowledge/Skills/Experience

	Required	Desirable
At least 7 years SAP development/configuration experience within Information Technology	✓	
Previous experience in a leadership role, preferably in a large organisation		✓
Experience in a SAP Senior role or Software Development	✓	
Experience providing analysis and recommendations based on project benefits to support business decision-making	✓	
Sound knowledge and experience working with ITIL and COBIT processes	✓	
Evidence of creating a high performance culture that drives, supports and inspires talent and staff engagement.	✓	
Strong stakeholder management and relationship building skills	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. • Provides opportunities for others to develop their leadership. • Facilitates the creation of a safe and healthy work environment. 		
<p>Focus on Results</p> <ul style="list-style-type: none"> • Sets clear goals, expectations and assigns responsibility for tasks and decisions. • Leads calmly, maintaining focus on the goals. • Manages resources effectively to achieve results. • Regularly monitors team and individual progress and celebrates success. • Recognises progress and high performance. 	✓	
<p>Planning & self-management</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Builds a team that is collaborative, respectful and which has open dialogue. • Involves team members in planning, goal setting, problem solving and celebrating success. • Proactively resolves disagreements amongst individuals and teams. • Connects team members to relevant people in other parts of the organisation. • Initiates working with other teams in order to deliver better results. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader Spatial Information	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Information Management	DIRECT REPORTS: 15
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This role is responsible for leading the Spatial Information function, to ensure active management and development of standards, tools and templates to support a consistent approach in Geographic Information Systems (GIS) for the organisation. This role supports the enterprise Spatial Strategy and goal of establishing a best practice (GIS), continuous improvement framework and process improvement opportunities across Information Technology (IT) Unit and Council.

The position holder will keep up with trends and changes in technology and maintain an awareness and understanding of regional and national spatial initiatives that may impact or add value to Council. They will manage internal and external stakeholders, vendors and partners to encourage collaboration and mutual benefit.

The role will:

- lead the team of Spatial developers and analysts.
- be responsible for providing dedicated GIS development and support to both projects, services, and operational teams.
- provide the Spatial team's resource management across the IT Unit to ensure optimal utilisation of resources, and proactive planning of workforce requirements.
- ensure growth and development within the Spatial team.
- assist with increasing capability across Council and support the embedding of new processes and self-service.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Create a culture of knowledge sharing and team work, removing bottlenecks and improving team resilience.
Strategic Contribution	<ul style="list-style-type: none"> • Bridge the gap between the business and IT by bringing knowledge and experience across people, process and systems. • Keep up with trends and changes in technology, seeking opportunities and growing capabilities to the advancement of the organisation. • Maintain an awareness and understanding of regional and national spatial initiatives that may impact or add value to Council. • Ensures that any risks associated with the agreed Spatial strategy are clearly documented and described to the clients/users and colleagues. • Champion an environment of continuous improvement against industry and best practice to support the Information Technology Unit objectives. • Define and develop the spatial practice, providing leadership and direction by implementing process improvement and spatial information standards. • Governance of the full Spatial lifecycle • Lead the process to develop the business needs and requirements relating to the operation of the Spatial Information team. • Support increased organisational capability in the use of spatial technologies and promote self-service
Resource and Capacity Management	<ul style="list-style-type: none"> • Scope and estimate work effort based on functional specifications. • Negotiate resource plans cognisant of project needs and operational based work of the team. • Establish an effective work request process with Business Units and ensure business requirements are fully investigated, agreed and approved before embarking on delivery. • Review and manage any changes to agreed resource plans. • Provide input into a training and a development programme that will enable GIS developers and analysts to develop skills and knowledge.
Application Management and Support	<ul style="list-style-type: none"> • Provide product management across new and existing GIS/Spatial products. • Ensure that critical business outcomes and KPIs reflect performance against agreed objectives. • Takes responsibility for all phases of GIS deployment and the management of the spatial activities within a development project • Control effective use of tools and automation • Manage process, sign offs, scheduling activities. • Management of the successful roll-out of new and changed GIS software and associated hardware across all environments • Contribute to defining and further development of deployment best practices
Data Management & Analytics	<ul style="list-style-type: none"> • Manages practices and processes to ensure the security, integrity, safety and availability of all forms of spatial data and spatial data structures that make up the organisation's information. • Plans effective data storage, sharing and publishing within the organisation. Independently validates external information from multiple sources.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Manages spatial data and information in all its forms and the analysis of information structure (including logical analysis of taxonomies, data and metadata). • Undertakes analytical activities and delivers analysis outputs, in accordance with customer needs and conforming to agreed standards where specific skills are required. • Promote self-service within the business for analysing Spatial data and visualising output.
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with peers within Information Technology and the rest of the Council to foster collaborative leadership. • Provide quality advice to stakeholders by understanding the business drivers and value proposition. • Support the Information Technology Unit to analyse new project initiatives and to enhance the project management framework tools and processes. • Work closely with Information Technology and Business Units to support the delivery of improved processes, Information Technology systems changes, reporting, training and business change. • Develop and maintain sound working relationships and networks with our external stakeholders, vendors and partnerships. • Interface with external organisations, vendors and partners related to GIS to share information and to encourage collaboration and mutual benefit.
Health & Safety	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Information Management	Reports to
Head of unit and other senior leaders in wider Information Technology Unit	Provide advice to, liaise with
Other leaders in unit	Collaborate with
Spatial Champion	Provide information, support and collaborate
Team members	Coach and mentor to develop competencies
User Groups and forums	Advise, provide information and support
External	Nature of the Relationship
Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

Formal Qualifications and Training	Required	Desirable
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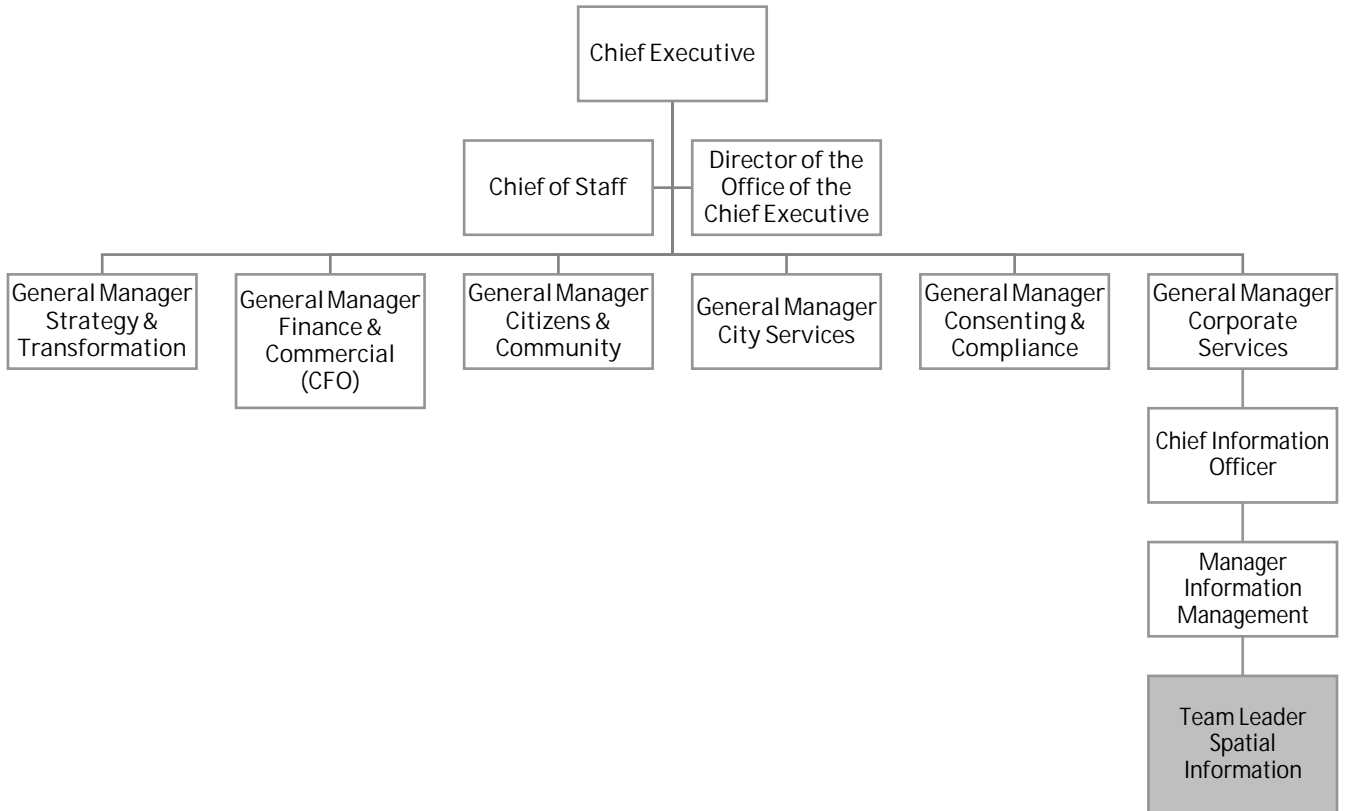
Degree in an Information Technology related discipline or Research and geography field using spatial technology.	✓	
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Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 10 years in the IT industry with 7 years GIS development experience within Information Technology	✓	
Previous leadership experience, preferably in a large organisation	✓	
Experience in a GIS Senior role or Software Development	✓	
Knowledge of data modelling and information management processes in a complex environment	✓	
Experience providing analysis and recommendations based on project benefits to support business decision-making	✓	
Evidence of creating a high performance culture that drives, supports and inspires talent and staff engagement.	✓	
Strong stakeholder management and relationship building skills	✓	
Demonstrated ability in coaching and staff career development	✓	
<p>Leadership</p> <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. Leads calmly, maintaining focus on the goals. Manages resources effectively to achieve results. Regularly monitors team and individual progress and celebrates success. Recognises progress and high performance. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> Identifies and builds key partnerships and relationships with stakeholder groups. Is able to establish common ground, get cooperation and manage differences of opinion. Builds relationships with Maori communities and engages with confidence. Promotes an understanding of the cultural diversity of the community. Actively engages in consultation process where required and monitors effectiveness. 	✓	
<p>Strategic Focus:</p> <ul style="list-style-type: none"> Ensures customer feedback is provided to the organisation to help shape the future of services provided. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Explains and enhances the team’s understanding of Council priorities, challenges and external influences. • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 		
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Builds a team that is collaborative, respectful and which has open dialogue. • Involves team members in planning, goal setting, problem solving and celebrating success. • Proactively resolves disagreements amongst individuals and teams. • Connects team members to relevant people in other parts of the organisation. • Initiates working with other teams in order to deliver better results. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Team Leader Testing & Deployment	VACANCY NO: 18183
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Assurance	DIRECT REPORTS: 8
LOCATION: Any Council Location	DATE: October 2019

Purpose of the position:

This role is responsible for leading the Testing & Deployment practice to ensure active management and a consistent approach in test, deploy and test-automation for IT. This role supports the goal of establishing a best practice test, deploy and test-automation practice, continuous improvement framework and process improvement opportunities across Information Technology (IT) Unit. The role will:

- Own the overall IT Test Strategy
- Be responsible for providing dedicated test and test-automation support to both projects and operational teams.
- Lead and drive the team of testers and test-automation Engineers within the IT Unit.
- Test resource management across the IT Unit to ensure optimal utilisation of resources, and proactive planning of workforce requirements.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none">• Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals.• Role models our shared values• Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development.• Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies.• Lead the process to develop the business needs and requirements relating to the operation of best practice test, deploy & test-automation.• Ensure that critical business outcomes and KPIs reflect performance against agreed objectives.
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Key Areas Of Accountability

<p>Operational Management</p>	<ul style="list-style-type: none"> • Define and develop the Test, Deploy and test-automation practice, including skill and capability development for existing Test, Deploy and Test-automation resources. • Provide leadership and direction across the practice by implementing process improvement and test, deploy & test-automation standards. • Champion an environment of continuous improvement against industry and best practice to support the IT Unit objectives. • Own the overall IT Test Strategy to increase the test maturity level • Regularly benchmark against industry and best practice competency and quality standards. • Governance of the full testing lifecycle • Ensures that any risks associated with the agreed test strategy and the test plan are clearly documented and described to the clients/users and colleagues. • Takes responsibility for all phases of testing, deployment and the management of the testing activities within a development project • Provide test analysis and recommendations based on project qualitative and quantitative benefits to support business decisions regarding projects. • Understand the business implications, inter project dependencies and system interfaces to determine the risks and exposures to the business and relate these considerations in a consistent manner to enable effective decision making.
<p>Deployment Management</p>	<ul style="list-style-type: none"> • Management of the successful roll-out of new and changed software and associated hardware across all environments • Manage the creation of all deployment deliverables • Contribute to defining and further development of deployment best practices • Manage the development of the deployment plan that includes the approach for deployment. • Review functional and business requirements in the context of deployment, and provide guidance as needed
<p>Relationship Management</p>	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with peers within Information Technology and the rest of the Council to foster collaborative leadership. • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both internally and externally. • Provide quality advice to stakeholders by understanding the business drivers and value proposition. • Support the Information Technology Unit to analyse new project initiatives and to enhance the project management framework tools and processes. • Work closely with Information Technology and Business Units to support the delivery of improved processes, Information Technology systems changes, reporting, training and business change. • Interface with external organisations/groups related to Test & Deployment Practice
<p>Health & Safety</p>	<ul style="list-style-type: none"> • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
<p>Budget</p>	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ TBC

Key Areas Of Accountability

Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website
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Key Relationships/Customers:

Internal	Nature of the Relationship
Manager Digital Assurance	Reports to
Unit team members and leaders	Advise, Liaise with, collaborate with
Team members	Coach and mentor to develop competencies
External	Nature of the Relationship
Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

Formal Qualifications and Training

	Required	Desirable
Professional qualification in IT related discipline e.g. Information Management, Computer Science or other qualification with extensive relevant experience	✓	

Key Competencies/Knowledge/Skills/Experience

	Required	Desirable
At least 7 years testing and deployment experience at a senior level	✓	
Previous leadership experience, preferably in a large organisation	✓	
Experience providing analysis and recommendations based on project benefits to support business decision-making	✓	
At least 3 years' experience with Test Automation	✓	
Experience working with Agile framework	✓	
Demonstrated evidence of investment in individual and team relationships leading to high performance and staff engagement.	✓	
Capability to understand business implications, inter-project dependencies and system interfaces to determine the risks and opportunities to the business	✓	
Leadership <ul style="list-style-type: none"> Leads team by providing direction, motivation, coaching and supporting staff. Shows courage by 'facing up' to staff concerns and situations promptly and sensitively. Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns. Provides opportunities for others to develop their leadership. Facilitates the creation of a safe and healthy work environment. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<p>Focus on Results</p> <ul style="list-style-type: none"> • Sets clear goals, expectations and assigns responsibility for tasks and decisions. • Leads calmly, maintaining focus on the goals. • Manages resources effectively to achieve results. • Regularly monitors team and individual progress and celebrates success. • Recognises progress and high performance. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> • Identifies and builds key partnerships and relationships with stakeholder groups. • Is able to establish common ground, get cooperation and manage differences of opinion. • Builds relationships with Maori communities and engages with confidence. • Promotes an understanding of the cultural diversity of the community. • Actively engages in consultation process where required and monitors effectiveness. 	✓	
<p>Planning & Management</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Builds a team that is collaborative, respectful and which has open dialogue. • Involves team members in planning, goal setting, problem solving and celebrating success. • Proactively resolves disagreements amongst individuals and teams. • Connects team members to relevant people in other parts of the organisation. • Initiates working with other teams in order to deliver better results. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:

