Information Manager

The Information Manager will lead an integrated data, library and records management service to meet the knowledge and compliance needs of the organisation. This role contributes to key Information Management and Data Management strategies and leads the team who support their implementation to enable our science delivery.

Reports to:	Digital, Systems and Information Transformation Executive
Department:	Digital, Systems and Information
Group:	Business Services
Employment Type:	Permanent
Location:	Avalon
Direct reports:	4
Budget:	TBC
Career Path:	Specialist
Job Family:	Operations, Data and Technology
Career Step:	9
Date:	September 2024

Position priorities and responsibilities

People Leadership

- Lead and manage the Information Management team to deliver effective information and data management services to the organisation, ensuring a breadth of knowledge and skills, and sufficient coverage of functions to ensure continuity of delivery.
- Ensure strong collaboration and communication with other Digital, Systems and Information department leaders and teams to ensure connected and efficient ways of working.
- Manage all recruitment, performance and development, and remuneration activities for the team, ensuring the team has the right capability to support the future success of GNS.
- Manage any staffing issues or disputes to ensure prompt and effective resolution.
- Foster a culture of continuous improvement within the team, encouraging innovative approaches to technology and the adoption of best practices.
- Put in place plans for business continuity, information stewardship, and ensure staff are aware of individual responsibilities.

Strategic Information Management

- Contribute to the development and delivery of an Information Management Strategy and supporting implementation roadmaps. This will include investment planning and business case development.
- Lead the relationship with Information Management Regulators, such as being responsible for Archives NZ Audits, self-auditing and any other strategic compliance management activities.
- Provide input into business cases and strategic roadmaps for Information Management initiatives.
- Engage and collaborate with GNS staff to ensure their data management, library and records needs are being considered by the Information Management function.
- Communicate, promote and oversee the Information Management strategy and systems that meet the organisation's information management needs and that comply with the relevant legislation and standards.
- Develop, establish, and implement key Information Management policies and processes, such as Retention & Disposal Schedules, Metadata Schema, and access models for GNS Information Systems and staff.
- Coordinate with other areas of the Digital, Systems and Information department to provide comprehensive solutions for information management at GNS and lead the Information Governance/Stewardship approach.
- Work closely with the Engagement, Planning and Architecture Manager and the Platforms and Infrastructure Manager to provide input into the long-term requirements for infrastructure, back-ups and archive in relation to information management.
- Ensure that GNS approaches and practices regarding information management remain up-to-date and enhance GNS' reputation.
- Look for opportunities to further integrate the data management, library and records functions to provide an integrated service to internal customers.
- Look for opportunities to collaborate with other Crown Research Institutes.

Data Management

- Oversee the management of external data sharing and data access requests, including developing Information Sharing Agreements.
- Oversee the delivery and facilitation of data management.
- Provide input to the Data Strategy, Data Management Strategy and other improvements.

Operational Performance

- Lead the management of the library collections including online databases, acquisitions, electronic and hard copy journal, and ensure collectives meet the needs of the organisation and are delivering value for money.
- Lead the management of the library services including the photo library, bibliographic services, cataloguing and indexing services, and continue to review these services to ensure that they are fit for purpose and meeting customer needs.
- Lead the management of the records services; including retention and disposal, internal transfers, recordkeeping system administration, indexing, digital preservation, record archive; and continue to review these services to ensure that they are fit for purpose.

- Lead the organisational staff training programme on records management framework, policies and practices and library services.
- Review information systems, processes, and databases to ensure they are effective and efficient, taking advantage of technology solutions where possible.
- Oversee the auditing process of records information to ensure accuracy and compliance with policies.
- Develop and update the risk register of the Information Management function.
- Maintain the Information / Digital Asset Register.
- Contribute to the annual planning of the Digital, Information and Systems Department.

Financial Management

- Adhere to the organisation's accounting and financial control procedures and delegations.
- Collaborate with finance teams to develop and manage the Information Management budget, ensuring alignment with business objectives.
- Monitor and report on the return on investment (ROI) of new initiatives, making adjustments as necessary to maximise value.

Responsibilities of all staff

- Comply with all GNS Science policies and procedures.
- Contribute to making GNS Science a healthy and safe place to work by complying with the responsibilities and accountabilities outlined in the Health and Safety Management System Framework.

The responsibilities of this position will change over time to respond to changing needs. The incumbent will need the flexibility to adapt and develop as the company and its environment evolves.

Key working relationships

Internal:
- Digital, Systems and Information Transformation Executive and Senior Leadership Team
- Applications team
- Engagement, Planning and Architecture team
- Platforms and Infrastructure team
- IT Services team
- Data Science Platform Manager and team
- Department Managers
- Theme Leaders
- HR Business Partner
- Finance and Procurement teams
- All GNS Science Staff

External:
- New Zealand National Library
- Archives NZ
- Statistics New Zealand

- Crown Research Institutes
- Government agencies
- Regulators

Person specification

Skills, knowledge and attributes

- Strong and proven ability to lead and motivate a multi-disciplinary team.
- Strategic thinker, with the ability to communicate the importance of Information Management to a range of internal stakeholders and influence organisational culture.
- Demonstrated understanding of the legislative and public sector obligations for storage, access, sharing retrieval and achieving information and data including but not limited to the Public Records Act, Archives New Zealand Standards, and the Copyright Act.
- Demonstrated knowledge of library services, records management and data management maturity models.
- Demonstrated customer centric in approach.
- Excellent communication skills.
- Has a track record of meeting goals successfully.
- Strong written and oral communications skills.
- Able to manage and drive activity through times of ambiguity.
- Proficiency with Microsoft applications including, word, excel and outlook.
- Develops builds and maintain effective relationships with Māori, respecting obligations under Te Tiriti o Waitangi and interacting appropriately with Māori taking into consideration tikanga (customs) and kawa (protocol).

Experience

Essential:

- Demonstrated experience in an Information Management or digitally focused leadership role.
- Demonstrated experience in designing or implementing Electronic Document and Records Management systems.
- Experience in strategic planning and implementation of procedures and templates across an organisation.
- Proven business analysis skills.
- Proven experience in the development of business cases and strategic road maps for Information Management and Data Management strategies.
- Proven experience in influencing and building credibility across a range of stakeholders.
- Knowledge of Māori Data Sovereignty.

Qualifications

Essential:

- A relevant qualification in information management or similar.

Performance dimensions

At a high level, GNS Science recognises six **performance dimensions**: three relate to technical capability, one relates to leadership (if applicable) and two relate to the *way* we work. Below are the general expectations that are the minimum standards expected of all staff. There are also expectations that specifically relate to the career step associated with the role; you can find these on GNS Online.

Technical capabilities

Scope, complexity and innovation

- Enduring commitment to maintaining and developing skills and knowledge in area of expertise.
- Both the ability and desire to apply appropriate rigour, principles and practices to deliver quality work in a cost-effective manner.
- Acts in a manner that conveys high personal and professional standards.
- Open to coaching and feedback – incorporates suggestions to find better ways of doing things (to improve own and GNS Science performance).

Contribution to GNS Science / profession

- Establishes and maintains effective and collaborative working relationships – with colleagues and external individuals and groups.
- Both the ability and commitment to work in a culturally responsive and inclusive manner; respecting and valuing the diverse perspectives of individuals and groups.
- Takes an interest in early career colleagues, graduates and students – provides coaching and/or mentoring as appropriate. Supports initiatives to promote science careers.
- Prevents harm to self and others by carrying out duties safely and responsibly.

Delivery of work

- The ability and commitment to deliver pieces of work and projects on time to required quality, cost and benefit parameters.
- The application of appropriate project management rigour, principles and practices to delivering quality projects in a cost-effective manner

Leadership

- Leads from the front to foster a strong culture of collaboration and innovation and working effectively with other teams to achieve objectives.
- Develops and manages the performance and capability of the team through effective coaching and development initiatives.
- Sustains the capability and capacity of the team through effective planning and talent management.
- Creates an inclusive working environment that values diversity and wellbeing.

Behavioural expectations

Manaakitanga – we do the right thing

Champions a positive working culture. Works and interacts with colleagues, external partners, stakeholders and customers in a way that is consistent with our values:

- We are **CONNECTED** in our purpose; with each other, with partners and stakeholders and with our communities.
- We are **INSPIRED** by our work to explore, challenge, innovate and aim higher.

- We are **EMPOWERED** to be our best – valued for our differences, encouraged to contribute and enabled to grow and develop.

Bicultural commitment

- As a Crown Research Institute, GNS Science is committed to partnering with iwi/hapū and Māori communities and agencies to achieve their science aspirations.
- We do this in a way that is culturally appropriate (**tikanga**) and honours Māori and non-Māori worldviews (**te ao**).

These expectations are intended to support and guide the development of individual staff.