

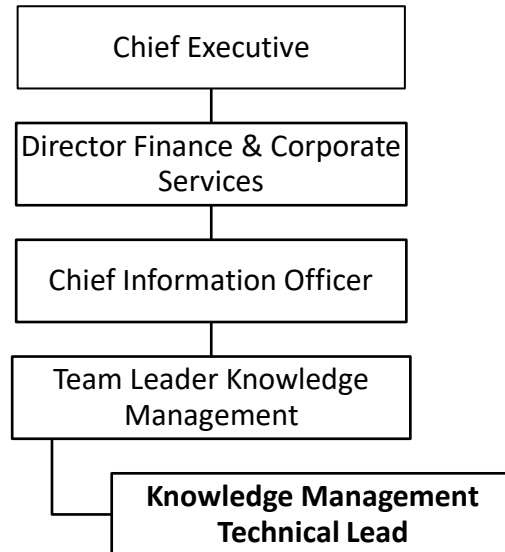
## Knowledge Management Technical Lead



### Aronga | Purpose

To provide leadership, technical input and advice across enterprise knowledge management systems and processes to meet legislative requirements and enhance user and organisational efficiency in information use and discovery.

### Nohoanga | Position



### Ngā Haepapa | Accountabilities

1. Manage, configure and implement Council’s enterprise knowledge management systems, ensuring that the design of knowledge management systems meets information management policies and procedures, complies with legislative requirements, and meets user needs.
2. Provide information management design guidance to ensure information management is implemented in business systems.
3. Contribute to the development, and promotion of Council-wide adherence to relevant policies and procedures.
4. Provide best practice leadership and advice to the organisation to ensure knowledge management processes and Environment Canterbury systems support optimal information discovery and use.
5. Lead the implementation of the archival strategy, and retention & disposal schedules to maximise information storage and retrieval efficiency.
6. Identify and lead team-based initiatives.
7. Mentor Knowledge Management Advisors and Officers, providing training, coaching and upskilling on an ongoing basis.

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## Hononga ā-Mahi | Working Relationships

### Kai rō Kaunihera | Within the organisation

- Maintains close working relationships with managers and staff across the organisation to identify user requirements and lead the provision of effective knowledge management.
- Liaise closely with other Team Leaders and staff in Business Information Services to ensure knowledge management and legislative requirements are included when delivering software services and solutions.

### Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within the Canterbury rohe and Te Rūnanga o Ngāi Tahu. To demonstrate our council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.
- Liaise with vendors and service providers to establish and maintain effective information management services.
- Attend industry events and meetings to keep abreast of emerging technologies and trends.
- Develop and maintain collaborative working relationships with related organisations regionally and nationally.
- Represent the organisation at conferences, working groups and user-groups.

## Ngā Herenga Motuhake | Special Conditions

- Given that the Council has responsibility across the Canterbury Region you will be required to work throughout the Canterbury Region when and as reasonably determined by the Council.
- Work outside of the normal working hours maybe required from time to time.
- Overnight stays maybe required while working across the region / attending conferences.


## Hauora me te Marutau | Health and Safety

Environment Canterbury is proactive in advocating robust Health and Safety practices; we take health, safety and wellbeing very seriously.

So far as it is reasonably practicable you need to ensure the Health and Safety of yourself, your team, contractors and visitors. You must comply with current Health and Safety legislation, regulations and guidelines, organisational policies, procedures and our code of conduct.

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## Māngai Whakahaere | Delegations and Authorities

Delegated authority to make decisions in accordance with Council approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media related activities.

## Ngā Āheitanga | Capabilities

### Tohu Mātauranga | Qualifications

- A tertiary qualification with an emphasis on records / archives / information management is required. Where a person can demonstrate an appropriate level of knowledge and skills, backed up by experience, these will be considered in lieu of the tertiary qualification.

### Mātau ā-wheako | Experience

- At least five years proven experience managing information and records in a records / archives / information management software environment, e.g., Content Manager, SharePoint.
- Experience implementing workflow using electronic workflow systems to enhance information processes e.g., Nintex.
- Proven success in leading organisation wide systems change processes, including experience in coaching to acquire new skills or bring about change, together with proven experience in coordinating these activities.
- Demonstrated ability to work collaboratively in a multi-functional customer facing team.
- Ability to communicate across all levels of the organisation from end users to senior leaders.
- Ability to listen to complex customer problems and apply a knowledge management lens to ensure legislative requirements and user needs are met in system and solution design.


## Ngā Pūkenga Matatau | Core competencies

Specific behaviours at the Team Member level beneath each of the following organisational competencies. To identify the competency expectations at this level view the competency framework in the P&C Kete or the Environment Canterbury Careers website.

Customer Focus	Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.
Business Acumen	Using an understanding of the organisation’s position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers’ perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes

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	and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation’s vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. However, from time to time the Knowledge Management Technical Lead will be required to accept and carry out other duties.

**Band**                    5    **Job Code**            SERVINF.087

I agree to undertake the responsibilities detailed in this job description:


**Ingoa | Name:** \_\_\_\_\_

**Waitohu | Signature:** \_\_\_\_\_

**Rā | Date Signed** \_\_\_\_\_

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