Team Leader IT Service Delivery

Horopaki | Context

Environment Canterbury is the Regional Council for the largest region in New Zealand Aotearoa. We are committed to working in partnership with mana whenua Ngāi Tahu to protect the health of our environment to ensure a sustainable and prosperous future for our region.

The future environmental and political context affecting Canterbury means that Environment Canterbury's response to work delivery will need to be adaptive into the future, with regulatory changes, and environmental changes driven by climate change.

Our work/mahi focuses on the delivery of three core services to the Canterbury/Waitaha community: (Environmental Regulation and Protection; Community Preparedness and Response to Hazards; and Public Transport) and we are guided by our strategic pou of:

- Putting the community and our customers at the heart of everything we do;
- Growing our relationship with mana whenua into a true partnership;
- Maturing our governance model and understanding of our political environment;
- Removing pain for our people (and customers) by improving our systems and processes.

Our mahi is also underpinned by our values of Kaitiakitanga/Stewardship, Pononga/Integrity, Manaakitanga/People First, Whanaungatanga/Collaboration, and Māiatanga/Can Do.

Aronga | Purpose

To lead the delivery of end user IT services to meet the digital support needs of Environment Canterbury staff.

You and your team play a vital role in delivering the organisation's IT end user services. Ensuring optimised IT end user services is essential to fostering an efficient organisation, as it contributes directly to meeting business needs through streamlined processes and technologies.

As a people leader, this role will provide engaging and dynamic leadership, integrating operational and functional alignment to drive high performance and outcomes that ensure quality services are delivered to our communities in accordance with our values, strategies, ways of working and Long-Term/Annual Plan commitments.

This includes thinking about organisation-wide interests and impacts when interacting with customers or when planning activities and expenditure, collaborating inside the organisation to achieve the desired culture, making sound business decisions and taking ownership of leading and managing our people.

Ngā Haepapa | Accountabilities

Support the General Manager Digital

- Contribute as required to strategic and operational advice to Council with regards to IT service management for end user needs, providing timely and accurate reports to Council and sub committees as required.

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- Understand and contribute to the Digital and IT strategies of the organisation ensuring there is alignment with the current and future IT roadmaps.

- In conjunction with the other Digital Solutions team leaders, contribute to ongoing service improvement activity including but not limited to processes, systems improvements, standards and templates.

- Using system leadership act as an optimiser in productive organisational systems through ensuring the team is working cohesively on work that is understood and optimised, team processes are continuously improved and measured on effectively achieving community outcomes.

- Manage contracts and contractors fairly under the appropriate procurement guidelines to protect contractors, stakeholders and the organisation, including negotiation of services and contracts, maximising cost benefits to council and measuring contractor performance against contract deliverables.

Functional Delivery

- Develop and maintain strategies, annual plans and work programmes to deliver a fit for purpose function providing end user service provisioning.

- Manage staff making decisions about conflicting priorities for deliverables, working collaboratively across the organisation to clarify outputs, prioritise and agree timeframes for deliverables and incorporate cross team involvement, as appropriate, in identifying capacity against demand.

- Manage and co-ordinate the queues of the IT request for service and incidents, ensuring effective and efficient delivery of services to the business through an appropriate service management framework (ITIL) and agreed SLA measures.

- Lead, implement, maintain, monitor and improve a service management framework, such as ITIL, across the Digital Solutions department to ensure consistent and efficient service delivery.

- Develop and implement a framework for managing the procurement, deployment, and decommissioning of end-user IT assets, as well as the allocation and removal of licenses, ensuring efficient utilisation, accurate tracking, compliance, and reporting, while supporting the onboarding and offboarding processes to align with organisational requirements.

- Oversee the lifecycle of end-user IT assets, ensuring timely upgrades, maintenance, and replacements to minimise downtime and align with sustainability goals.

- Oversee, define and manage SLAs that impact operational service delivery. Monitor and report adherence to SLAs, and alert and escalate breaches to the appropriate Digital Solutions Leader for resolution.

- Lead the development, implementation, and ongoing monitoring of section wide technical support documentation within an established framework, ensuring alignment with organisational standards while also fostering a culture of collaboration and contribution from other teams so that technical support staff can perform their roles effectively.

- Manage, lead and coordinate the identification of critical incidents (both during and after hours), response to incident resolution ensuring appropriate communication to the various stakeholders and implement follow-up actions.

- Maintain an overarching view on technology and service delivery so your leadership can contribute to the organisation's digital future in alignment with the organisation's strategy and vision.

- Manage contracts and contractors fairly under the appropriate procurement guidelines to protect contractors, stakeholders and the organisation, including negotiation of

services and contracts, maximising cost benefits to council and measuring contractor performance against contract deliverables.

Team Leadership

- Lead, coach, mentor, and develop a team of IT professionals, while supporting them to create a high performing and engaged workforce through:
    - Leading by example to promote a culture where diversity is valued, and behaviours align with Environment Canterbury values.
    - Creating a clear vision, direction, and priorities, harnessing the energy, commitment, and creativity of direct reports to deliver business outcomes.
    - Developing and maintaining strategies, annual plans and work programmes to deliver a fit for purpose function, developing systems, processes, and tools to efficiently gather, organise, and share information.
    - Engaging and dynamic leadership, integrating operational and functional alignment to drive high performance and outcomes that ensure quality services are delivered to our communities in accordance with our values, strategies, ways of working and Long-Term/Annual Plan commitments.
    - Encouraging kaimahi to develop their te ao Māori confidence.
    - Taking appropriate and proactive actions to reward and recognise performance and address poor performance or behavioural matters.
    - Maintaining an overview of workload to ensure resources are sufficient to deliver on agreed programmes of work.
    - Ensuring the ongoing development and growth of kaimahi (team members) capability by leading and developing direct reports through regular performance reviews, coaching, mentoring, and feedback to create a high performing, engaged and aligned culture, seeking advice from manager or People and Capability where required.

Toitū Te Tiriti | Treaty Partner Excellence

- Deliver outcomes that underpin and give effect to the achievement of Ngāi Tahu cultural and environmental aspirations, including but not limited to, Mātauranga Māori and data sovereignty.
- Connect with our Ngāi Tahu partner to ensure understanding of Ngāi Tahu aspirations and priorities so that there is genuine input and contribution so these can be considered in mahi programme development and prioritisation.
- Demonstrate an openness and courageousness in approach to issues and co-design of processes and systems supporting thought leadership that can give effect to the progression of the partnership.
- 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.
- Support the organisation's cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual capability and for the conscious planning and alignment of work to support organisational cultural capability across all aspects of delivery.

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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.

- Understand the health and safety and risk obligations that rest with this position and act at all times to ensure accountabilities are met.
- Maintain a safety focused culture where health, safety and wellbeing are at the heart of decision making for kaimahi (our people) and the communities within which we operate.
- Maintain an enquiring mind, undertake own due diligence and knowledge on best practice to ensure a detailed understanding of any risks kaimahi (our people) may face in their mahi (work) and are appropriately removed or mitigated.
- Ensure awareness of and compliance with legislative and operational standards, and that relevant certifications are maintained.
- Ensure methods are in place to recognise and celebrate best practice and safety innovation.
- Provide opportunities for team involvement, education, and genuine participation in safety matters.
- Ensure methods are in place for all kaimahi, contractors and suppliers to be appropriately inducted and certified to carry out tasks safely.
- Ensure any organisational audit and assurance programme is undertaken as required and results are acted upon and regularly reviewed.
- Ensure processes are in place to communicate, consider and respond to information about health and safety.
- Take a planned approach to identify, analyse and manage risks within the section.
- Ensure regular monitoring and reviews are undertaken of risk controls and their effectiveness in relation to legislation, regulations and guidelines, organisational policies, procedures and our code of conduct.

Hononga ā-Mahi | Working Relationships

Kai rō Kaunihera | Within the organisation
- Accountable to the General Manager Digital.
- Liaise closely with the Digital Solutions Leadership to ensure consistency when delivering solutions and advice, alignment with Digital, IT strategies and organisational needs.
- Work across Digital Solutions to increase overall service delivery outcomes.
- Maintains close working relationships with Managers and Team Leaders throughout the organisation to ensure the end user service delivery meet user needs.
- Liaison and co-ordination required with all staff regarding outages, service delivery expectations and management of incident resolution.
- Work closely with the Tuia te Herenga team to advance the use of mātauranga Māori.

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 ensuring that SLAs are met and to establish and maintain affective working relationships.

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Ngā Herenga Motuhake | Special Conditions

- As a regional council, Environment Canterbury is required to deliver a civil defence function for Waitaha (Canterbury). As such, all employees are required to be available to assist, support or be associated, as reasonably required, with an emergency response under Civil Defence or for any exercise that might be organised in relation to this function.
- All kaimahi are expected to assist, support and respond to, as reasonably required, any event where a Business Continuity Plan is activated.
- Given that the Council has responsibility across the Canterbury region you may be required to work and travel throughout the Canterbury Region when and as is reasonably determined by the Council.
- Overnight stays may be required while undertaking site visits across the region
- Some work may be required outside the normal working hours from time to time.

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 Bachelors degree with an emphasis on Computer Science, Computer Engineering or Information Systems.

Mātau ā-wheako | Experience

- A minimum of 5 years with significant experience leading an ICT service delivery function.
- At least 2 years leading teams using Agile techniques.
- A demonstrated customer-first perspective to leading service delivery.
- A deep understanding of release management, and service management within a large organisation using IT frameworks (e.g., ITIL, Agile).
- Experience ensuring compliance with organisational policies in IT provisioning and deprovisioning.
- Proven experience in managing the lifecycle of end user IT assets and licencing (inc. procurement, deployment, maintenance, decommissioning, onboarding/offboarding processes, hardware allocation, license provisioning).
- Experience working with ITSM (IT Service Management) tools for managing change and release processes (e.g., ServiceNow, JIRA, or Remedy).
- Familiarity with asset tracking systems, software licensing platforms, and enterprise-level IT systems.
- Significant experience leading people in a technical environment within a diverse organisation, including creating a common vision, strong team culture, and addressing non-performance.
- Strong communication skills with proven ability to communicate technical concepts effectively across all levels of the organisation, from end users to senior leaders.
- Proven ability to understand and apply best practice IT knowledge and solutions at the strategic level, while managing an operational focussed team.
- Experience in managing budgets, eg project budgets and the delivery of work to budget.
- Ability to influence and motivate to gain commitment from all stakeholders.

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Ngā Pūkenga Matatau | Core Competencies
Specific behaviours at the Team Leader 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.

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 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 Team Leader will be required to accept and carry out other duties.

Band / Grade	**Last Updated**	**Position Code**
7	January 2025	SERVINF.128

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

Ingoa | Name:

Waitohu | Signature:

Rā | Date Signed:

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