

## Position Description

### Position Title - Ingoa Tūranga

Knowledge and Information Manager (401295)

### Group - Puni

People and Operations Group (P&O)

### Division - Tānga

Information Management Division (IMD)

### Reports to - Menetia

Chief Data Officer (401189)

### About the Public Service - Mō te Ratonga Tūmatanui

*Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.*

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi/te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community and guided by the core principles and values of the public service in our work.

### About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges.
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections.
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore.
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

### Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

### About the Position - Mō te Tūranga

The Knowledge and Information Manager sits within the Knowledge, Information and Analytics Unit of the Information Management Division.

The Knowledge and Information Manager is responsible for developing and leading the delivery of high-quality global knowledge and information services that enable the Ministry to effectively manage, share and find Ministry information and records.

This role leads the Knowledge and Information team, is the operational business owner of the Ministry's enterprise content management and search systems and leads the Ministry's records management programme. They are responsible for managing the Ministry's classified and unclassified physical and digital information assets, ensuring compliance with the Public Records Act and other domestic or international information legislative obligations.

This position may participate in MFAT emergency responses as required. This may include work outside of normal hours.

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### Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

#### Knowledge and Information services

- Lead the continuous improvement and delivery of high-quality knowledge and information services.
- Lead in understanding how customers and stakeholders (internal and external) create or use Ministry information; then implementing knowledge and information services to improve the capture, management or findability of that information.
- Ensure the Knowledge and Information team grows and sustains expert knowledge of the information which is created by the Ministry.
- Apply knowledge of Ministry strategy to identify and address organisation wide opportunities to improve how information is managed or leveraged.
- Contribute to the development of information strategies
- Develop and implement action plans and roadmaps for the documentation, development and adoption of Ministry wide records management processes, standards, guidance, assurance and skills.
- Drive the implementation of information management strategies and roadmaps to enable MFAT staff to effectively manage, share and find Ministry information and records (at all classification levels).
- Have a deep knowledge of and apply privacy, security classification, content and records management issues to knowledge and information services and systems.
- Ensure enterprise content management and search systems (paper and digital) are well-maintained. Champion and grow adoption of knowledge and information systems and processes.

#### Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.

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### Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Knowledge and Information Manager will have the following experience, skills and knowledge:

Experience:

- A post graduate qualification in information management (or similar) (desirable), plus 10 years' relevant experience (essential).
- Experience leading and growing high-performing teams that deliver high-quality knowledge and information services.
- Experience in project management
- Experience engaging with a diverse range of stakeholders – from the highly technical to the barely information literate, including people from other cultures.

Skills and knowledge:

- A highly developed sense of the requirements of good governance and the need to adhere to sound processes.
- Excellent knowledge of knowledge and information practices, processes, mechanisms and compliance obligations.
- Knowledgeable about knowledge and information concepts and principles.
- Processes and practices to lead the delivery of high-quality customer services in a global organisation.
- Research, analysis and judgement to develop appropriate recommendations
- Organisational and political savvy

- Excellent oral and written communication skills
  - Strong interpersonal and influencing skills
  - Empathetic and people-centric
  - Work collaboratively and flexibly as part of a tight-knit team
  - Can communicate, collaborate and support staff from all levels of the organisation
  - Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.
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### Relationships - Pātahitanga

The Knowledge and Information Manager position is required to build and maintain the following relationships:

Within the Ministry:

Senior Leadership Team

- Chief of Staff
- All Ministry divisional managers
- Direct reports and Heads of Mission
- Other MFAT staff, both onshore and offshore
- Ministry Data Community
- Ministry Data Stewards

Outside the Ministry:

- Other government departments and agencies
  - Archives New Zealand
  - Records management storage companies
  - Digitisation service providers
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### Delegations - Whakatautapatanga

- The role is responsible for the management of seven direct reports.
  - Delegations are set out in the Ministry's Instrument of Delegation.
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### Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship.
  - You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.
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### References

- **Ministry's Strategic Intentions**  
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>