

Position Description

Position Title - Ingoa Tūranga

Senior Knowledge and Information Adviser (401142, 401171, 401114)

Group - Puni

People and Operations Group

Division - Tānga

Information Management Division

Reports to - Menetia

Knowledge and Information Manager (401295)

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 ē anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kōunga, 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 Senior Knowledge and Information Adviser provides expert advice and delivery of information and records management services; this includes:

- Leading the provision of customer-centric information management services and systems
- Delivery of information and records management training
- Maintaining the Ministry's taxonomy and metadata schemas
- Maintaining the retention and disposal schedule, rules, and activities to efficiently and effectively meet Ministry needs, industry best practice and legislative requirements.

The Senior Knowledge and Information Adviser will also assist in the high-level development and implementation of operational methods that are applied to the information life cycle, with specific input as an in-house subject matter expert in records compliance management for the Ministry.

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

Key Accountabilities - Kawenga Matua

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

- Lead agreed projects and workstreams to design and implement information management solutions.
- Develop and implement information management frameworks, processes and standards.
- Provide advice and make recommendation on complex or organisational-wide information and records management issues and practices.
- Use expert knowledge of relevant legislation to support the continued development of the Ministry's ability to meet its Public Records Act 2005 and other obligations.
- Work with the Ministry's enterprise content management systems to enhance the user experience, support user to access information and ensure that both systems and content are well maintained.
- Carry out Data and Information Assessments for new or revised systems across the Ministry.
- Work with relevant Retention and Disposal Schedules to ensure that disposal is carried out in accordance with agreed policy and practice, including preparing Appraisal Reports, consulting with business owners and other stakeholders.
- Participate in wider Ministry projects, be a member of committees or working groups as needed, providing an information management lens.
- Coach other team members to support a high standard of service delivery across the team.
- Deliver information and records management training to diverse audiences, including preparing training materials as needed.
- Respond to information management issues and concerns raised by staff members across the Ministry, as agreed.
- Provide information and records management expert advice and analysis, identifying opportunities to improve service delivery and take new approaches to addressing issues.
- Develop, continuously improve and apply the Ministry's business classification scheme, records management standards and information architecture, to ensure that all are fit for purpose and consistently applied.

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.
- Other duties as reasonably requested by the employer

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

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

Qualifications

- Degree
- Post-graduate Information management qualification
- Full driver's licence

Experience:

- At least 7 years' experience providing complex information management advice, preferably in the public sector.
- Proven experience working with relevant legislation, with electronic document and records management systems (preferably M365) and implementing Retention and Disposal Schedules.

- Will have led projects that enhance access to, and management of, information and records in all formats.
- Experience in delivering information and records management training to diverse audiences.
- Proven experience coaching team members to enhance their skills and experience.

Skills and knowledge:

- Ability to convey complex information logically and concisely, in writing and orally.
- Demonstrated ability talking to groups and answering questions from the floor.
- Ability to research and analyse issues and develop appropriate recommendations.
- Ability to lead agreed work-streams, manage issues as they arise to reach satisfactory resolutions, and produce all required reporting.
- Commitment to continuous improvement, and the ability to anticipate issues and problems and think of creative solutions.
- Strong focus on quality, attention to detail, and standards of excellence.
- Strong customer focus.
- Ability to work in a team environment and with colleagues across the Ministry.
- Ability to build, maintain and leverage relationships with key internal and external contacts.
- Ability to work under pressure.
- Demonstrates integrity, discretion and an ethical approach.
- Demonstrates good judgment and decision-making skills.
- Demonstrates good awareness of privacy and security issues.
- Aptitude for self-development and demonstrates the drive and ability to improve own capability.
- Competent in Microsoft Office suite of products, especially M365.
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Relationships - Pātahitanga

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

Within the Ministry:

- Divisional managers and Heads of Missions/Posts
- Group Business Managers
- Staff, both offshore at Posts and onshore in Wellington and Auckland
- Knowledge, Information and Analytics Team and wider Information Management Division

Outside the Ministry:

- Other New Zealand government departments and agencies including Archives New Zealand
- Information and records management specialists, interest groups and professional associations
- Product and service providers used by the Ministry.

Delegations - Whakatautapatanga

- The role is responsible for the management of NIL direct reports.
- Delegations are set out in the Ministry's Instrument of Delegation.

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.

References

- **Ministry's Strategic Intentions**

Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>