

## Position Description

### Position Title - Ingoa Tūranga

Knowledge and Information Officer

### Group - Puni

People and Operations

### Division - Tānga

Information Management Division

### Reports to - Menetia

Manager, Knowledge and Information

### 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 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.

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### About the Position - Mō te Tūranga

The Knowledge and Information Officer role sits within the Knowledge, Information and Analytics Unit of the Information Management Division (IMD). The role assists in growing the Ministry's ability to access and make use of its information and knowledge.

The purpose of this role is to enable access to Ministry information and knowledge by:

- managing Ministry physical and digital information and data assets
  - providing support to the team and its customers
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### Key Accountabilities - Kawenga Matua

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

#### Knowledge, information and data services

- Provide knowledge and information management user support, coaching and advice in accordance with information policies, processes and standards
- Administer and approve common taxonomy and file name requests
- Digitise Ministry records, according to internal and external processes and standards
- Find and supply Ministry records and files to internal and external users
- Undertake assigned audit tasks to ensure the operation and use of knowledge and information systems is in line with established policy, processes and standards
- Contribute to the creation of team documentation including procedures, desk files and training materials, as well as support and training materials for customers.internal enterprise information management policies, processes and standards
- Support the growth of the Ministry's information literacy by coaching and supporting Ministry staff, in New Zealand and offshore

#### Knowledge, information and data support

- Administer and maintain physical and electronic records systems
- List, file, sentence and dispose of physical and electronic records as directed
- Manage and organise Ministry on-site and offsite archives
- Maintain team administration systems and processes
- Carry out cleansing, testing and maintenance of knowledge and information systems
- Understand and apply internal and external standards and processes for the storage, digitisation, and transfer or disposal of records

#### 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 Officer will have the following experience, skills and knowledge:

Qualifications:

- A tertiary qualification (desirable) or relevant experience

Skills:

- A strong focus on providing high quality customer service
- Experience using electronic records and document systems
- Excellent oral and written communication skills
- Work under pressure
- Work collaboratively and flexibly as part of a tight-knit team
- Proven organisational and administrative skills
- Communicate, collaborate and support staff from all levels of the organisation
- Strong attention to detail
- Flexible and adapts approach easily
- Sensitive to and appreciative of EEO issues
- Work with people from other cultures
- The ability to facilitate complex tasks in a multi-disciplinary environment

Experience:

- Strong experience managing and organising information
- Customer service experience
- Sound understanding of tikanga and Te Tiriti o Waitangi principles

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### Relationships - Pātahitanga

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

Within the Ministry:

- MFAT staff and managers

Outside the Ministry:

- Users of the Ministry's historic archives

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### Delegations - Whakatautapatanga

- The role is responsible for the management of no 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 2021-2025**  
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>