Waikato Regional Council
Role Description

Waikato REGIONAL COUNCIL
Te Kaunihera ā Rohe o Waikato

Job Title:	Chief Information Officer
Directorate	Community & Services
Reports to:	Director Community & Services
Responsible for: (Total number of staff)	27 staff
Job Purpose:	The Directorate is responsible for leading change to advance the values and goals shared by the organisation and our key stakeholders. The Chief Information Officer's role is to lead the strategic and operational direction for information technology to position the organisation to deliver on its current services and design a business improvement programme through technology that enhances services and planning for the future needs of the organisation through 'smart systems' and technology. .
Direct Reports	IS / IT Manager, 7 ISD Staff
Date:	March 2014

Organisation Context

Community and Services Directorate
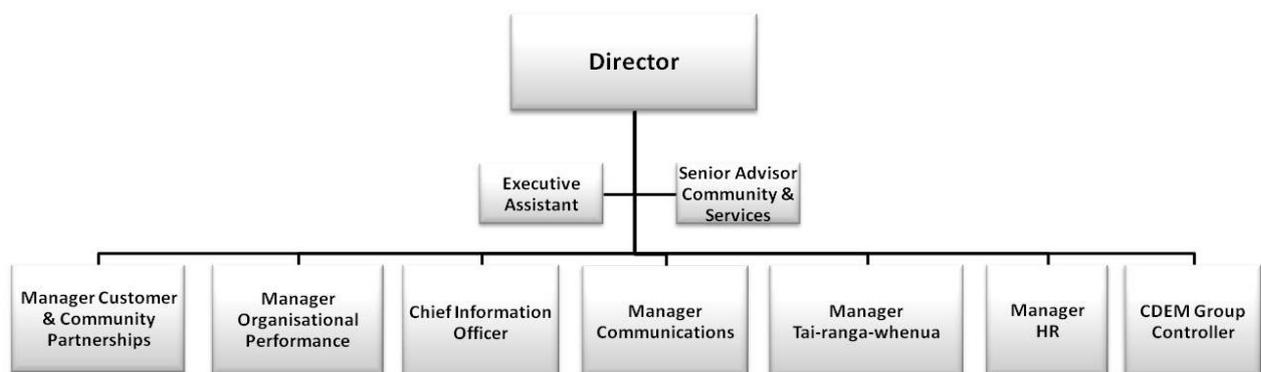
This directorate supports WRC's mission by leading the preparation, implementation, monitoring and reviewing of council's policies relating to internal and external stakeholders. The Directorate leads three of the four corporate pillars of people, customers and systems within an overall culture of continuous business improvement.

WRC is a knowledge based organisation so information management and technology are critical tools to optimise the effectiveness and efficiency of the whole organisation. The Information Department is bringing together separate functions into one department and the structure will be refined when the CIO is in place. The CIO and their department will provide leadership and innovation with respect to information technology and management throughout the organisation.

Our values

RESPONSIBLE DOING THE RIGHT THING   **EFFECTIVE** MAKING A DIFFERENCE   **RESPECTFUL** ACTING WITH RESPECT

Key Relationships

External

- Consultants and professional advisors

- Peers in other local authorities and organisations

- Suppliers and service agencies

- Customers or their representatives seeking access to our data or information

- Auditors

- Industry and professional membership organisations

Internal

- Chief Executive

- Executive Leadership Team

- Managers and staff

Accountabilities and Delegations

Financial and statutory delegations will be exercised appropriately and within the defined parameters in the Delegations Manual.

Operational delegation: $30,000

Capital delegation: $

Statutory delegations:

Management delegations:

Key Result Areas

Jobholder is responsible for	Jobholder is successful when
Directorate leadership • Making effective contributions to, and ensuring collaboration across, the directorate at all times • Demonstrating collective responsibility for the key issues facing the organisation to ensure that the immediate and longer term implications, opportunities and risks are considered. • Acting for the Director on an as required basis	• Each member of the directorate management team works as "one team" to lead the directorate • Collaborative problem solving is evident and innovative and successful outcomes are achieved • Acting for the Director; knowledge of the business of the Directorate is evident and all decisions are made with a Directorate–wide perspective
Leadership of staff • Ensuring that the information technology and management structure and its operations are reviewed and reorganised to deliver efficient and effective services • Providing an environment for staff to develop their leadership potential throughout the directorate through the empowerment of staff • Building and maintaining a commitment to the vision and values and providing clear direction to the department staff • Developing and shaping capability and a high performance culture within the Department through the empowerment of the staff • Ensuring compliance with all legal and statutory requirements, WRC policies and health and safety	• The review is completed and implemented within the first year of being in the role of Chief Information Officer • Managers model the values at all times and challenge each other if they observe inconsistent behaviour • The Best Places to Work staff engagement survey organisation and Directorate results trend upwards • There is consistent application of the performance framework for all staff and non-performance is actively managed • Staff acknowledge that the manager has both formal and informal face to face meetings with them • A succession plan is in place • There are no significant noncompliance events within the department and regular auditing indicates a high level of knowledge of WRC policies and health and safety requirements
Information Strategy • Leading the development and implementation of a strategy to meet the information and technology needs of internal and external stakeholders • Understand long term information requirements of internal and external stakeholders and assist or lead the preparation of plans to address the needs	• The implementation of the strategy enhances the delivery of more efficient and effective services to our external and internal customers • The information and technology strategy is benchmarked with similar organisations and is recognised as achieving or exceeding best practice • The strategy identifies opportunities to collaborate with external parties

Jobholder is responsible for	Jobholder is successful when
	• The strategy assists internal stakeholders to achieve long term strategic outcomes
Customer service • Ensuring the department provides effective and efficient levels of customer service to internal and external customers	• Customer service is delivered to a consistently high standard • Internal customer surveys show a high level of satisfaction with the services • The department staff are recognised by their peers as 'walking in the customer shoes', making an effort to understand the business needs and providing innovative solutions
Collaborative Projects • Identifying opportunities to work with external stakeholders on collaborative projects, including (as appropriate) shared services and shared development projects	• Collaborative projects have clear briefs, agreed operating procedures and a programme with a timeline and key performance indicators that meet the needs of all parties • WRC is recognised as a preferred collaborative partner
Planning and Budgeting • Contributing to long term and annual planning processes, budget preparation, forecasting and reporting	• Plans, forecasts, reports and budgets are timely, well-reasoned and accurate • Key deliverables are met
Functional Management • Ensuring the operational functions of the department are effective and efficient • Overseeing systems development projects supporting and guiding the staff as appropriate	• Operational functions meet the users' needs and are rated as efficient in benchmark comparisons An asset management plan is in place with an accurate asset register that is maintained and monitored • The management of hardware and software achieves industry best practice • Information technology and management policies are in place and regularly reviewed • An IS/IT governance structure with key senior business representatives is established. It is supported by processes for the management of Information technology and management projects that include a prioritisation process and quarterly reporting to ELT • Projects are well managed and deliver on the agreed outcomes on time and on

Jobholder is responsible for	Jobholder is successful when
	budget with the appropriate quality
	• Meets KPIs for the department
Technical Excellence • Keeping abreast of national and international issues in areas of responsibility likely to impact on WRC and providing advice to the Director and ELT on how to address these issues • Being the primary advisor to the Director and ELT on matters relating to the services provided by the department • Demonstrating significant knowledge and expertise in leading the delivery of the department's services • Ensuring appropriate risk management within the department	• The Manager keeps abreast of external and internal events that relate to the business of the department and provides timely and appropriate advice • The Manager is knowledgeable and responsive to questions and enquiries about their business • The Manager does not exceed the operational and capital budget and achieves the targets in the LTP/Annual Plan • A current risk profile is in place and any new or changes in the risk profile have a mitigation plan that is reported to the Director. All programmes of IS/IT work have a risk assessment and mitigation process documented and actively managed. Any changes in risk profile are reported to the Director and ELT when appropriate

Work Complexity

Most challenging duties typically undertaken or most complex problems solved:

- Identifying future technological needs of the stakeholders and developing future proof strategies to meet their needs
- Resolution of technical problems that have not been encountered in the organisation before
- Forming collaborative partnerships with multiple entities to create technical solutions for their differing needs
- Ensuring council gets value for money from technology investments

Person Specification

This section is designed to capture the expertise required for the role at the 100% fully effective level (this does not necessarily reflect what the current jobholder has). This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications (or equivalent level of learning)

Essential	Desirable
• Tertiary qualification in a relevant discipline • Membership of professional organisations	• Recognised project management qualification

Knowledge / Experience

Essential	Desirable
• Successful senior leadership of information technology and management in a multidisciplinary organisation with demonstrable achievements • Recognised leader by the industry • Experience at leading organisation wide change through technology projects • Success in managing large projects • Proven success at developing and implementing information strategies in a knowledge based environment • High level of commitment to building excellent customer services • Broad general management skills including people leadership, business acumen and positive business achievements and financial management • Excellent communication skills – both written and verbal • Strong analytical ability	• Experience in local government • Experience in providing information services in a regulatory or science based organisations

Leadership Competencies

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for; improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Priority Setting	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions
Managerial courage	Doesn't hold back anything that needs to be said; provides current, direct, complete, and "actionable" positive and corrective feedback to others; lets people know where they stand; faces up to people problems on any person or situation (not including direct reports) quickly and directly; is not afraid to take negative action when necessary
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results
Motivating Others	Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers
Process Management	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Employee Name	Date

Director

Approved: Vaughan Payne Chief Executive	Date