



Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

Service Manager, National Library Online

National Library, Information and Knowledge Service

The role is responsible for the delivery and success of online services and products that are valued by customers of the National Library of New Zealand. The role will provide expertise to support a range of online initiatives delivered through the National Library websites including He Tohu, a new permanent exhibition to display New Zealand's constitutional documents, Services to Schools and Papers Past. The role will form part of an Agile Team and will work with stakeholders to develop and deliver user-centred outcomes.

- **Reporting to:** Online Channel Manager
- **Location:** Wellington
- **Salary range:** Information Management H

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles



We make it easy, we make it work

- Customer centred
- Make things even better

We're stronger together

- Work as a team
- Value each other

We take pride in what we do

- Make a positive difference
- Strive for excellence

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.



Te Tari Taiwhenua
Internal Affairs

What you will do to contribute	As a result we will see
<p>Product Development</p> <ul style="list-style-type: none">• Identify user needs and develop “user stories” that create value.• Working with the UX Lead to apply a user-centred design process to the research and prototyping of new features and system improvements.• Inform and support the planning for migrations between technology platforms.• Develop product specific plans for the creation, enhancement and delivery of products.• Maintain a prioritised list of work items that the team will implement to deliver solutions.• Develop and communicate the product vision and roadmap to define features of the portfolio and its products.• Monitor and report progress against the work plan including key achievement reporting.• Monitor system performance and health of system architecture• Maintain quality of services through managing bugs and issues.	<ul style="list-style-type: none">• Initiatives, products and sprints are delivered on time using the appropriate Agile management methodology.• Products are built that reflect high quality and meet the customer needs as identified.• New opportunities to realise value to users and for the business are identified.• Clear, pragmatic and manageable plans are developed for product delivery.• A culture of innovation is encouraged.• Teams are empowered to produce results and barriers are overcome or removed

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<p>Relationship Management</p> <ul style="list-style-type: none"> • Represent the customer and wider stakeholder community to the Agile Team. • Work with internal/external technical partners to ensure systems are appropriately provisioned to meet business needs. • Establish and maintain effective working relationships with key stakeholders, both internally and externally. • Proactively share experiences, knowledge and ideas with DigitalNZ, staff, and with other contacts in the Library. • Undertake an outreach programme to increase awareness and use of services. • Act as first point of reference for all system related enquiries; work collaboratively with support teams and stakeholders to address any issues that may arise • Be approachable and available, to team members to answer detailed questions about requirements. • Establish and maintain strong collaborative working relationship with Developers and Business team members. 	<ul style="list-style-type: none"> • Relationships support service and systems delivery. • Prompt turn around on Delivery team queries. • A solid working relationship is developed with teams.
<p>Continuous improvement</p> <ul style="list-style-type: none"> • Ensure that the process of continuous review and improvement is inherent throughout all aspects of this position and contributes to the efficiency of work related to the digital services provided by DigitalNZ. • Draw on knowledge of best practice, advances in technology, and relevant research to develop an informed view of opportunities and challenges to transform the organisation’s digital service delivery systems. • Plan and manage the successful release of changes on National Library systems 	<ul style="list-style-type: none"> • Services and products adapt to changing customer needs. • Product development is informed by industry best practice.
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Work safely and take responsibility for keeping self and colleagues free from harm. • Report all incidents and hazards promptly. • Know what to do in the event of an emergency. • Cooperate in implementing return to work plans. 	<ul style="list-style-type: none"> • A safe and healthy workplace for all people using our sites as a place of work. • Health and safety guidelines are followed.

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	DigitalNZ staff		✓		✓		
	Business owners from across in the library	✓	✓	✓	✓		✓
	Other DIA staff	✓	✓	✓	✓		✓
External	Software vendors and contractors	✓	✓	✓	✓	✓	✓
	Stakeholders in collaborative projects	✓	✓	✓	✓		✓

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	N/A

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Specialist.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Problem solving • Critical thinking • Interpersonal savvy • Navigating complexity • Communicating with influence • Technical and specialist learning 	<p>Experience:</p> <ul style="list-style-type: none"> • Demonstrated experience or working in and knowledge of the digital environment with a solid understanding of relevant technology and processes. • Experience with the Agile project methodology is an advantage. • Experienced in liaising with developers and other IT staff. • Proven ability in developing and writing business requirements for digital services and products. • Experienced in the use of web analytics tools, system monitoring and analysis. • Experienced in engaging directly with customers and stakeholders. • An understanding of system architecture and networks would be an advantage. <p>Knowledge:</p> <ul style="list-style-type: none"> • Agile project management methods. • Sound understanding of the digital landscape.

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none">• Understanding of user-centred web design. <p>Skills:</p> <ul style="list-style-type: none">• Confident at dealing with stakeholders and colleagues at all levels.• Well-developed relationship management skills.• High level of computer literacy and familiarity with standard workplace software applications.• Excellent analysis and planning skills and practical experience. <p>Other requirements:</p> <ul style="list-style-type: none">• Tertiary qualification with preference given to graduates in library and information management and/or information technology, or with proven experience in these fields.