



# Job description

Haere mai

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

## Director, Information Management

### Ministerial and Secretariat Services, Information and Knowledge Services

The Director, Information Management is responsible for identifying, developing and delivering projects and initiatives that ensure information management tools, systems, and policies keep pace with best practice and environmental and legislative changes for Ministerial Offices and Ministerial and Secretariat Services (MaSS) kaimahi. They champion the effective management and use of information and data, with a particular focus on how it can support new ways of working and uplift capability across the MaSS workforce.

The role aims to ensure Members of the Executive and their support staff understand their legislated information management obligations and provide guidance and services to support this. They do this by leading activities such as the development and review of policies and processes, transitioning information management system changes, and projects that look to redesign services to meet changing information management needs and adopt new technology.

- **Reporting to:** General Manager, Ministerial and Secretariat Services
- **Location:** Wellington
- **Salary range:** Corporate J

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### 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.

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### 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



Te Tari Taiwhenua  
Internal Affairs

## Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand’s past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

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## Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

What you will do to contribute	As a result we will see
<p><b>Work Programme Strategy and Delivery</b></p> <ul style="list-style-type: none"> <li>• Lead and ensure the delivery of a work programme to ensure legislative compliance and keep pace with best practice information and data management for Ministers and MaSS kaimahi</li> <li>• Ensure projects are delivered successfully by following best practice project management and DIA investment processes</li> <li>• Ensure the work programme aligns with the Department’s strategic goals, and contributes to MaSS business planning and Budget processes</li> <li>• Coordinate and lead improved systems for the delivery of information management services to Ministers and their offices</li> <li>• Lead MaSS enterprise information management process/policy setting, ensuring corporate information management tools, systems and policies cover MaSS business needs</li> <li>• Maintain proactive oversight of projects and initiatives within the scope of the work programme</li> <li>• Provide strategic, proactive and timely advice to the GM on relevant information management developments, risks and issues arising</li> </ul>	<ul style="list-style-type: none"> <li>• Clear, achievable information management work programme</li> <li>• Programme planning and documentation is timely and to a high standard</li> <li>• The work programme supports and contributes to the future of MaSS strategy</li> <li>• MaSS has information management processes, policies, tools and systems that meet our business needs</li> <li>• Projects and initiatives to support the programme are well managed</li> <li>• The GM receives sound and timely IM advice</li> <li>• Organisation risk is minimised</li> <li>• All DIA corporate policies and processes are complied with</li> </ul>
<p><b>Service Design</b></p> <ul style="list-style-type: none"> <li>• Work with the business group to design a service framework for the information and data services offered to Ministers and their offices</li> <li>• Develop processes and procedures to support efficient delivery of services and advice</li> <li>• Design reports and feedback mechanisms to monitor the effectiveness of services and advice, and provide evidence of capability uplift</li> <li>• Research and analyse current and emerging business, technology, and service trends, to understand how these may impact on the services and advice we provide so that we can be ahead of changing business needs</li> <li>• Develop a strong understanding of the information and data needs of Ministers and MaSS</li> <li>• Work with the Advisors Culture and Capability to inform the development of training courses and materials for subject matter experts and teams</li> </ul>	<ul style="list-style-type: none"> <li>• There is a strong alignment between our services, the needs of customers and users, and business goals</li> <li>• Information Management capability is improved across MaSS kaimahi</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Strategic Leadership</b></p> <ul style="list-style-type: none"> <li>• Support the GM to manage and maintain an effective relationship with the Parliamentary Service as the critical service provider of IT/IM tools and technology to Ministerial Offices</li> <li>• Support the monitoring and reporting of MaSS projects and initiatives, including providing governance support or direction to MaSS initiatives</li> <li>• Assist members of the MaSS leadership team to identify risks and issues relating to projects, providing critical thought leadership as a member of the MaSS Project Oversight Board.</li> <li>• Provide support and leadership to ICT initiatives required to support Change of Executive initiatives (inclusive of activities required to support General Elections)</li> </ul>	<ul style="list-style-type: none"> <li>• Alignment of ICT work programmes across the group</li> <li>• Active participation, critique and interrogation of MaSS projects and initiatives</li> <li>• Successful delivery of ICT services to support the transition of Executives during change events</li> </ul>
<p><b>Stakeholder Engagement and Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Lead engagement with key stakeholders including: <ul style="list-style-type: none"> <li>○ Archives New Zealand as the regulator</li> <li>○ The Parliamentary Service as the IT service provider to Ministerial Offices</li> <li>○ Information and Safety and Technology Services and Solutions as policy and technical advisors</li> <li>○ Members of the Executive and Ministerial Offices as customers and end users</li> </ul> </li> <li>• Work with the Enterprise Portfolio Management Office to establish processes, project structures and documentation required</li> <li>• Maintain strategic partnerships to understand requirements, priorities and programmes of work across MaSS and the Department</li> <li>• Develop effective services designed to deliver the needs of their target audience</li> <li>• Proactively engage with customers and users to identify opportunities to address their information and data challenges and needs, and design services to uplift their capability</li> <li>• Champion information and data principles and goals</li> </ul>	<ul style="list-style-type: none"> <li>• Strong and productive partnerships that achieve positive shared outcomes</li> <li>• Best practice standards are introduced and maintained</li> <li>• Positive and cooperative working relationships are built and sustained at all levels</li> </ul>

What you will do to contribute	As a result we will see
<b>Health and safety (for self)</b> <ul style="list-style-type: none"> <li>Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>Report all incidents and hazards promptly</li> <li>Know what to do in the event of an emergency</li> <li>Cooperate in implementing return to work plans</li> </ul>	<ul style="list-style-type: none"> <li>A safe and healthy workplace for all people using our sites as a place of work</li> <li>All requirements of DIA's Health and Safety policy and procedures are met</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	GM and MaSS Leadership Team	✓	✓	✓	✓		✓
	MaSS Group	✓	✓	✓	✓		✓
	Senior Leaders across DIA (i.e. corporate services)	✓	✓	✓	✓		
	Enterprise Portfolio Management Office	✓	✓	✓	✓		
	Project teams and contract resources	✓	✓	✓	✓	✓	
	All Members of the Executive (including Associate Ministers, Ministers outside of Cabinet and Parliamentary Under Secretaries)	✓		✓	✓		
	The Prime Minister, the Chief of Staff to the Prime Minister, and Chiefs of Staff of any support parties	✓		✓	✓		
	Senior Private Secretaries and other senior staff in Minister's offices	✓	✓		✓		
External	The Parliamentary Service	✓	✓		✓		

Your delegations as a manager	
Human Resources and financial delegations	Oversight and management of project budgets
Direct reports	0-6 (mainly project teams, when required)

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 <a href="#">Specialist</a>.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> <li>Problem solving</li> <li>Critical thinking</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>Extensive experience at a senior level in a variety of programme management assignments in government with a track record of delivering multiple, complex projects on time, to specification and within budget</li> </ul>

Your success profile for this role	What you will bring specifically
<ul style="list-style-type: none"> <li>• Interpersonal savvy</li> <li>• Navigating complexity</li> <li>• Communicating with influence</li> <li>• Technical and specialist learning</li> </ul>	<ul style="list-style-type: none"> <li>• Experience and knowledge of information and data management practices, tools and technology</li> <li>• Proven history of delivery in the public sector, including a track record of interacting with and securing the confidence of Ministers of the Crown</li> <li>• Proven experience advising on strategic issues and business cases</li> <li>• Proven experience working in large, complex and diverse organisations</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• In-depth knowledge of methods and techniques for planning, monitoring and controlling programmes</li> <li>• Good knowledge of budgeting, resource allocation, and the procurement process</li> <li>• Understanding of the political process and the role and place of public service agencies and a commitment to the overall goals and objectives of the New Zealand public services, including partnership with Maori in the context of the Treaty of Waitangi</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Outcomes focused, ability to drive for results</li> <li>• Effective leadership, interpersonal and communication skills</li> <li>• Ability to work with technical information and lead technical projects</li> <li>• Good analytical and problem-solving skills</li> <li>• Demonstrated sound judgement in dealing with complex, sensitive or ambiguous issues</li> <li>• Exceptional relationship management skills, including an ability to establish and utilise networks to identify and resolve issues in a subtle and sometimes indirect way</li> <li>• Pragmatic, solution-focused approach with well-developed perceptions and judgement</li> <li>• Well-developed political, risk and project management skills</li> </ul>

Your success profile for this role	What you will bring specifically
	<p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• Relevant tertiary qualification (university degree or higher in specialist subject e.g. technology, libraries, policy, ecommerce)</li><li>• 10+ years' experience in the field</li><li>• Programme management certification or designation desirable</li><li>• Ability to obtain and maintain Secret national security clearance</li></ul>