

HAWKE'S BAY REGIONAL COUNCIL

Job Description

Position Title:	Content Management Officer		
Group/Section Details:	Group: Corporate Services	Section: Information & Communication Technology	
Responsible to:	Team Leader Information Services		
Responsible for:	N/A		
Salary Range:*	\$60,821 (85%)	\$71,626 Mid-Point	\$82,370 (115%)
* <i>Note: Progress above the Mid-Point is based on sustained individual performance.</i>			

Section Aims

The ICT Team provides the following role and functions as part of the Corporate Services Group:

- Delivery and support of End User hardware and software services; on-site, remote access and mobile.
- Delivery and support of Telecommunications technologies (landline and mobile telephony, internet and mobile data).
- Development, delivery and support of custom applications and software.
- Development, delivery and support of GIS services and solutions.
- ICT related professional services; Project Management, Business Analysis, Reporting, Product Enhancement and Development, Procurement, Contract Management.
- Delivery and support of information management services; records management, library services, mailroom.
- Delivery, support and maintenance of core technology infrastructure.
- Actively participate and contribute to the long-term success of Shared Service initiatives within the region.
- Actively participate and contribute to national and regional initiatives; data sharing, joint procurement, cloud computing, standardisation, interoperability.
- Ensure outsourced and managed services are fit for purpose, cost-effective and high value.

The Information Services Team's purpose is to ensure that HBRC Information is well-managed, secure and easily accessible to the appropriate audience(s). The Information Services Team provides the following functions as part of the ICT Team in the Corporate Services Group:

- Corporate Data Governance, GIS Application and Analysis Services, Records Management, Content Management and archiving services.

POSITION TITLE: CONTENT MANAGEMENT OFFICER

Role of Content Management Officer

The role of Content Management Officer is to provide technical expertise, consultancy and support services to the business to enable the adoption or continuous improvements of technologies to meet the objectives of the business. In your specific role of Content Management Officer, you will be the face of ICT and your 'customer first' view will be evident in working with the business to provide first class support to assist in resolving issues in a professional and timely manner where customer experience is of the utmost importance. Expectations will be regularly discussed with you and expectations will be fair and reasonable and within the broad requirements outlined above.

Role Expectations

- Overall responsibility for Council's content management and collaboration tools.
- Ensure the effective and efficient use of Council's content management and collaboration tools through staff training and support, and the set up and maintenance of clear and available documented processes for its use.
- Ongoing analysis of Council's content management and collaboration tools, developing initiatives where relevant to ensure continuous improvement of associated business processes.
- Facilitate and promote Council's content management and collaboration tools' use across Council.
- Establish and maintain policy and standards for the scope and use of Council's content management and collaboration tools.
- Administration, maintenance and continual improvement of Council's Office 365 environment.
- Effective day to day administration of SharePoint's functionality including creating, managing and maintaining:
 - Sites and sub sites
 - Libraries
 - Files and folders
 - Metadata
- Administration and maintenance of Council's Intranet homepage.
- A positive and active involvement in Shared Services initiative is evident.
- Provide support/cover for EDRMS Officer when required.

Continuous Improvement

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace as assessed by your peers and Manager.
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager.

POSITION TITLE: CONTENT MANAGEMENT OFFICER

- Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging others ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager.
- Active involvement in decision making processes when the opportunity is made available.

Health and Safety

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- Where appropriate, advise other organisations you are working with of the known risks in the work being undertaken.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Maintaining a clean and tidy workspace.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

Emergency Management

All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

Key Skills

POSITION TITLE: CONTENT MANAGEMENT OFFICER

Qualification

- Desired: Industry certification in mainstream content management and/or collaboration tools or technologies.

Knowledge and Experience

- Industry experience with mainstream content management and/or collaboration tools or technologies.
- Proficient in SharePoint Online/2013 or later site administration.
- Technical experience managing and supporting the Office 365 product suite i.e. SharePoint Online, OneDrive for Business, Skype for Business and Microsoft Teams.
- Excellent time management and task prioritisation skills.
- Effective decision-making skills that align to Council's values.
- Excellent relationship management and communication skills.

Personal Attributes

- Customer focused.
- Thrives on dealing with people and building relationships.
- Take pride in improving processes.
- Works smart.
- Positive 'can do' attitude.
- Willingness to take on responsibility, be accountable and be decisive.

HBRC's Vision, Purpose and Values

Our Vision: A healthy environment, a vibrant community and a prosperous economy.

Our Purpose: We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:	Partnership and Collaboration	We work with our community in everything we do
	Accountability	We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
	Transparency	We report on what we do and the value this delivers for our community
	Excellence	We set our sights and expectations high, and never stop striving to do better