



Position Description

POSITION: National Records Manager
RESPONSIBLE TO: National Document Manager
LOCATION: National Office, Wellington
DATE: February 2008

JOB PURPOSE

To provide assurance to the National Document Manager and Senior Management that Transit is complying with the Public Records Act and that Transit is an intelligent record management organisation.

KEY PERFORMANCE INDICATORS

- ?? Transit meets its obligations to be Public Records Act compliant
- ?? Transit has an effective record management programme

INFORMATION SERVICES TEAM

The Information Services is part of the Corporate Services Division. Its team culture is based on open and honest communication, where authority and accountability are clear. Both challenges and opportunities are shared to bring about delivering the best solution Transit NZ, whilst improving Transit's core capabilities in information management practices.

FUNCTIONAL RELATIONSHIPS

Internal

- ~~SES~~ Information Management team
- ~~SES~~ Transit record management personnel
- ~~SES~~ All Transit staff and offices

External

- ~~SES~~ Archives New Zealand
- ~~SES~~ Land Transport New Zealand
- ~~SES~~ Record management best practice groups (i.e. RMAA)
- ~~SES~~ Equivalent roles in Government and Local Body departments and agencies
- ~~SES~~ Consultants
- ~~SES~~ Contractors

ROLE SUMMARY

1. Reliable Operational Performance

The position holder is responsible for assisting the National Document Manager to implement, maintain and standardise national information practices through the effective management of records.

2. Organisational Effectiveness

The position holder will ensure the organisation is educated and manages records in a consistent and compliant manner.

PERSON SPECIFICATION

Sector Knowledge

The position holder will have sound knowledge and understanding of the Public Records Act and other legislation with record keeping implications and will be familiar with record management procedures and practices. A background in records management is required as well as demonstrated experience of training and mentoring staff through process and system change.

Core Skills

The position holder will be an effective communicator, both in writing and orally, who can convey concepts and ideas to a wide range of people. They will have good consulting and negotiating skills and will show a willingness to assist and work well with people. Their ability to develop and maintain effective working relationships with team members, internal and external customers, will enable them to enforce requirements and standards. The position holder will be recognised for their ability to plan their work, thoroughness and excellent organisational skills.

This position must be able to work independently, seeking opportunities to improve processes and practices.

Behavioural Skills

Innovation + Communication + Cooperation = Excellence (ICCE) are the behaviours that apply to all staff in Transit and are required for Transit to succeed in achieving its strategic objectives.

The competency levels for this position are:

Innovation	Level	C
Communication	Level	C
Cooperation	Level	C

(Refer attached competencies matrix.)

Required Attributes

The position holder will be a self-starter who is able to discharge their duties to a consistently high standard with minimal supervision. They will have proven ability to multi-task, to work under pressure and to meet deadlines. The ability to work as part of a team and provide quality customer service is essential.

Technical Skills and Qualifications

The position holder will preferably have a tertiary background in information, records or document management. Intermediate or advanced MS Office application computing skills and computer literacy with database administrative knowledge are required.

ACCOUNTABILITIES

National Records Manager

Key Result Areas	Accountabilities
Operational Performance	
Document management	<ul style="list-style-type: none"> ?? Support the implementation of the document management system to provide a support mechanism for records management ?? Manage the migration of existing database records into the document management system
Records management	<ul style="list-style-type: none"> ?? Establish and maintain a records management framework in Transit ?? Develop, implement and promote best practice guidelines and policies for record management and the management of information throughout Transit ?? Develop and maintain a disaster recovery plan for all records in National Office, regional offices and train suitable staff in policy and procedure
Risk register	<ul style="list-style-type: none"> ?? Maintain a records management risk register and coordinate with the appropriate staff and managers to ensure fixes and solutions
Organisational Effectiveness	
Archives	<ul style="list-style-type: none"> ?? Participate in consultations and networking efforts with Archives New Zealand regarding new standards ?? Analyse how the standards may affect Transit New Zealand ?? Run workshops and presentations to inform staff of their responsibilities under the PRA
Public Records Act compliance (PRA)	<ul style="list-style-type: none"> ?? Assist in the development and delivery of key activities, communications and training for PRA compliance by 2010 ?? Ensure Transit complies with the PRA and all mandatory standards, guidelines and directives from Archives NZ ?? Assist in implementation and training of key activities to get Transit to the required 2010 state
Information Management	<ul style="list-style-type: none"> ?? Maintain contact with consumers to find out their requirements and to action their feedback into a consistent, national approach to record management ?? Coordinate with other Transit teams to provide the means and the training for people to handle Transit's information smarter and more efficiently ?? Coordinate the efforts of all Transit offices to ensure a consistent and compliance approach to Record Management
Business Administration	
Personal development	<ul style="list-style-type: none"> ?? Take responsibility and action for own personal development, to meet future organisation needs
Other duties	<ul style="list-style-type: none"> ?? Carry out any other relevant duties as may be required from time to time
Maintain Transit standards	<ul style="list-style-type: none"> ?? Continuously work within the spirit and intent of the values of Transit and promote Transit's practice with colleagues and external associates ?? Ensure all work is conducted in a manner that meets the quality systems and practice standards of Transit New Zealand

ICCE Competency Matrix - Innovation					
Challenging assumptions and constantly looking for ways to deliver the best value for money for Transit and the best outcomes for transport					
Competency Area	Level A	Level B	Level C	Level D	Level E
	Demonstrated behaviours	As with Level A plus:	As with Level B plus:	As with Level C plus:	As with Level D plus:
Identifying opportunities & issues	<ul style="list-style-type: none"> Keeps an ear to ground in all situations for information relevant to own area & passes on 	<ul style="list-style-type: none"> Proactively scans the external environment for points of interest & potential / emerging issues Looks for better & more efficient ways of achieving the required business result 	<ul style="list-style-type: none"> Uses internal networks to gather information across Transit Questions the status quo for its appropriateness in the current environment, developing new or better approaches to achieving business results 	<ul style="list-style-type: none"> Identifies situations that may have a positive or negative impact on Transit's credibility, making connections between unrelated pieces of information in order to provide insight Initiates ideas likely to positively impact beyond own division / region 	<ul style="list-style-type: none"> Accurately identifies & assesses political & sensitive issues for impact on Transit & transport partners Initiates ideas likely to assist achievement of Transit's & transport partners strategic objectives
Maximising opportunities	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Analyses opportunities methodically, identifying all cost drivers & seeking the right balance of cost & benefit in making a recommendation 	<ul style="list-style-type: none"> Considers all relevant pro's & con's, developing a clear logic that ensures alignment to Transit's objectives, & implementation feasibility without hampering others 	<ul style="list-style-type: none"> Shows integrity in making robust recommendations / decisions, ensuring full consideration of the trade-offs between value drivers (e.g. environmental, safety, cost) 	<ul style="list-style-type: none"> Applies sound judgment about which ideas will provide most value for Transit & transport partners, using experience to balance the short term risks & gains against the long term
Solving problems	<ul style="list-style-type: none"> Gathers accurate information on the problem 	<ul style="list-style-type: none"> Determines problem nature by asking appropriate questions Develops an approach to resolving the problem, identifying the right people to involve, & ensuring resolution in a timely manner 	<ul style="list-style-type: none"> Identifies the root cause, & any short & long-term impact across Transit, ensuring solutions meet organisational needs Relies on previous experience to resolve problems, applying judgment to add weight to analysis when forming decisions 	<ul style="list-style-type: none"> Provides a sharp perspective on issues & problems, forming a view of the associated risk to Transit Exercises considerable judgment in reaching decisions, in short timeframes if required by the issue 	<ul style="list-style-type: none"> Thinks laterally, providing insight into complex problems, direction for resolution & driving others towards an answer Uses extensive judgment to make decisions that withstand any contest at an Executive level
Applying a broad perspective	<ul style="list-style-type: none"> Thinks across the range of Transit processes & objectives 	<ul style="list-style-type: none"> Thinks beyond current boundaries in all situations, not confined by process & tradition 	<ul style="list-style-type: none"> Thinks conceptually, considering what Transit / stakeholders needs will be in the future & how they can be addressed 	<ul style="list-style-type: none"> Takes a national & cross-divisional view, looking for impacts on Transit, it's stakeholders, their strategies, & communities 	<ul style="list-style-type: none"> Always considers the broadest & longest-term view of a challenge or opportunity
ICCE Competency Matrix - Communication					
Providing timely, complete & relevant information in a way that delivers on the needs of others, to assist a successful end result					
Competency Area	Level A	Level B	Level C	Level D	Level E
	Demonstrated behaviours	As with Level A plus:	As with Level B plus:	As with Level C plus:	As with Level D plus:
Understanding	<ul style="list-style-type: none"> Seeks to understand Transit, it's structure, process & objectives 	<ul style="list-style-type: none"> Seeks to understand Transit's stakeholders & their needs, asking open questions to ensure a full understanding of other parties & how they relate to own work 	<ul style="list-style-type: none"> Seeks to fully understand the stakeholder's position, extracting important information from communications & checking interpretation 	<ul style="list-style-type: none"> Interprets diverse pieces of information concisely, seeking clarity around areas of conflict or misalignment with Transit position or direction 	<ul style="list-style-type: none"> Accurately interprets the political environment & various political stakeholders' needs & expectations of Transit
Keeping stakeholders informed	<ul style="list-style-type: none"> Conveys routine information completely & accurately, using non-technical language where possible 	<ul style="list-style-type: none"> Addresses stakeholders information needs, ensuring communications occur as promised & are consistent with Transit position Voices position confidently, stressing key message points & providing reasoning for the position taken 	<ul style="list-style-type: none"> Provides timely information, ensuring stakeholders are informed about impacts before they occur Tailors communication approach to audience, structuring information in a meaningful way to maximise acceptance & buy-in 	<ul style="list-style-type: none"> Provides accurate information in any situation ensuring all questions are answered & adding valuable insight Is effective in communicating both inside & outside Transit 	<ul style="list-style-type: none"> Proactively addresses information needs of internal & external parties to minimise future issues Communicates complex, ambiguous or contentious information effectively
Ensuring 'no surprises' within Transit	<ul style="list-style-type: none"> Escalates developing issues ASAP to minimise impact 	<ul style="list-style-type: none"> Provides information on potential issues & non-successes to the correct person in a timely manner 	<ul style="list-style-type: none"> Assesses the possible impact of potential issues & non-successes to Transit & its stakeholders, escalating where relevant 	<ul style="list-style-type: none"> Accurately assesses the impact of potential issues & non-successes, escalating complete information with recommended actions 	<ul style="list-style-type: none"> Accurately advises developing issues, using judgment to assess real & potential impact & providing complete recommended actions
Applying organisational sensitivity	<ul style="list-style-type: none"> Knows when to not comment externally, handing over communications to the appropriate person 	<ul style="list-style-type: none"> Considers potential implications when giving information, handing over to others if unsure 	<ul style="list-style-type: none"> Understands Transit's position and delivers the message (good or bad) appropriately 		<ul style="list-style-type: none"> Consistently provides information in alignment with Transit's & the government's position
ICCE Competency Matrix - Cooperation					
Looking outside of our own division and working in an integrated manner, both with external stakeholders and across Transit, to achieve the best transport solutions					
Competency Area	Level A	Level B	Level C	Level D	Level E
	Demonstrated behaviours	As with Level A plus:	As with Level B plus:	As with Level C plus:	As with Level D plus:
Contributing to the Transit team	<ul style="list-style-type: none"> Works as part of a team respecting the timelines of others, ensuring own priorities do not impede others 	<ul style="list-style-type: none"> Understands the linkages between Transit teams & their interdependence to achieve Transit's objectives, changing own priorities where necessary to reflect the team's 	<ul style="list-style-type: none"> Actively assists towards the success of other teams / divisions, recognising that they are important to own success 	<ul style="list-style-type: none"> Emphasises the achievement of organisational objectives over individual objectives, changing priorities to assist the achievement of organisational priorities 	<ul style="list-style-type: none"> Promotes the 'one business' approach, taking action to remove barriers to effective teamwork across the division & between divisions Disseminates information on Transit's direction to staff, translating organisational objectives & team results
Collaborating with stakeholders	<ul style="list-style-type: none"> Shares information about own work & how that relates to others 	<ul style="list-style-type: none"> Gets involved early with stakeholders to ensure the right input is provided at the right time Works with others, identifying alternatives for delivering stakeholder outcomes within own objectives 	<ul style="list-style-type: none"> Draws on the common interests of parties, gaining input from others & seeking buy-in to objectives in a timely & inclusive manner Identifies integrated solutions, focusing on consensus, rather than compromise, to get best possible outcome 	<ul style="list-style-type: none"> Accurately identifies whom to bring together to ensure complete representation, defining common objectives with stakeholders Confidently works across boundaries to get the required result, sharing resources to achieve objectives 	<ul style="list-style-type: none"> Accurately defines how collaboration can improve team & organisational performance, providing support for collaborative efforts Prioritises resources based on joint Transit & stakeholder objectives, focusing the team on what's important
Interpersonal savvy	<ul style="list-style-type: none"> Builds positive working relationships with fellow team members 	<ul style="list-style-type: none"> Builds internal & external links to assist in achieving own objectives, developing positive & productive relationships with stakeholders Forms a view on best way to interact with individual stakeholders based on their needs & expectations 	<ul style="list-style-type: none"> Develops effective networks, gaining the trust of other parties by ensuring they are engaged at the right time & in the right way to get buy-in Suggests solutions for change if cannot directly influence 	<ul style="list-style-type: none"> Builds trust & gains buy-in from stakeholders who may hold differing or conflicting views Has a convincing style which helps to influence direction & decisions 	<ul style="list-style-type: none"> Builds trust & gains buy-in from stakeholders, mentoring others on the best way to work with stakeholders to achieve a successful result Builds rapport with stakeholders, negotiating effectively to achieve desired result