

Team Leader, Information Support

This position description is designed to give an overview of the type of work and performance required for this role and may include other duties as required.

Who we are as an organisation and what we are about

Everything we do is related to our **vision and purpose** – *a safe and secure aviation system - so people are safe and feel safe, when they fly.*

We will have the following **impacts**:

Being safe – fewer people die or sustain injury while participating in the aviation system.

Feeling safe – people’s choice to participate in the aviation system is not limited by perception of unsafe practices.

Our **pathways** to achieve this are:

Leadership and influence – through regulatory leadership we influence a safe and secure civil aviation system for New Zealand.

Active regulatory stewardship – we monitor and care for the civil aviation regulatory system through our policy and operational activities.

Professional regulatory practice – we act to identify risk and reduce it through intelligence-led intervention.

Scope

Reports to: Information and Technology Services Manager

Group: Corporate Services Group, Digital Unit

Location: National Office Wellington

Role Overview

The Team Leader, Information Support is responsible for people leadership of a responsive information-focused operations team and contributes to information management deliverables.

The Team Leader Information Support provides specialist advice on information and records management and contributes to the maintenance of information collections and systems, ensuring information assets are collected, managed, accessible and protected.

The Team Leader, Information Support contributes to audits and assessments to ensure information management practices are compliant and information assets are managed securely.

Core Competencies

<p>Collaborates – Building the partnerships and working collaboratively with others to meet shared objectives</p>	<ul style="list-style-type: none"> • Works cooperatively with others across the organisation to achieve shared objectives • Represents own interests while being fair to others and their areas • Partners with others to get work done • Credits others for their contributions and accomplishments
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	<ul style="list-style-type: none"> • Gains trust and support of others
<p>Customer Focus - Building strong customer relationships and delivering customer centric solutions</p>	<ul style="list-style-type: none"> • Gains insight into customer needs • Identifies opportunities that benefit the customer • Builds and delivers solutions that meet customer expectations • Establishes and maintains effective customer relationships
<p>Drives Engagement - Creating a climate where people are motivated to do their best and to help the organisation achieve its objectives</p>	<ul style="list-style-type: none"> • Structures the work so it aligns with people’s goals and motivators • Empowers others • Makes each person feel his/her contributions are important • Invites input and shares ownership and visibility • Shows a clear connection between people’s motivators and the organisational goals
<p>Instils Trust – gaining the confidence and trust of others through honesty, integrity, and authenticity</p>	<ul style="list-style-type: none"> • Follows through commitments • Is seen as direct and truthful • Keeps confidences • Practices what they preach • Shows consistency between word and actions
<p>Optimises Work Processes – Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement</p>	<ul style="list-style-type: none"> • Identifies and creates the processes necessary to get work done • Separates and combines activities into efficient workflow • Designs processes and procedures that allow managing from a distance • Seeks ways to improve processes, from small tweaks to complete reengineering
<p>Plans and Aligns – Planning and prioritising work to meet commitments aligned with organisational goals</p>	<ul style="list-style-type: none"> • Sets objectives to align with broader organisational goals • Breaks down objectives into appropriate initiatives and actions • Stages activities with relevant milestones and schedules • Anticipates and adjusts effective contingency plans

Core Responsibilities

- Leads the Information Support team’s delivery information management services to enable the Authority’s achievement of strategic objectives.
- Day-to-day management of the Information Team. This includes prioritising and planning information management work programmes, allocating resources to tasks, monitoring service delivery, and managing resolution of issues.
- People management tasks such as agreeing and setting objectives and task responsibilities with the team and individuals in the team; monitoring performance and providing effective feedback to address individual issues.
- Facilitating development of skills and capabilities in line with team and personal goals.
- Involved in recruitment, performance management and recognition activities.
- Supports development and implementation of information and records management policies and practices.

- Provides specialist advice on information and records management.
- Assesses, and is involved in management of, information-related risks.
- Provides advice on security and accessibility of information.
- Analyses information needs and outputs and applies findings to improve information system functionality.
- Contributes to the design and maintenance of information collections and systems, ensuring information assets are collected, managed, accessible and protected.
- Live our organisational values of me mahi tahi, me mahi pono, me manaaki, me mahi tika and kia tū rangatira ai (collaboration, transparency, integrity, respect and professionalism respectively).
- Influences and contributes to the maintenance employee health, safety and wellbeing.
- Carries out work and conducts interpersonal relationships in a way that supports CAA's commitment to the principles of the EEO and Treaty of Waitangi.

Outcomes

- The Authority is supported with access to information required to perform its regulatory functions.
- Authority information and record management practices are compliant with requirements of NZ legislation, particularly the Public Records Act 2005.
- Continuous improvements are made to our information systems, enabling efficiency realisation and optimisation of return on investment.
- The Authority is a safe workplace and meets legislative standards.

Skills and Experience to be Successful

- People management experience
 - Experience working in an information management role
 - Information management related qualification is desirable but not essential
 - Knowledge of:
 - relevant legislation and compliance obligations, including the Public Records Act, Privacy Act and Protective Security Requirements.
 - information and records management practices, processes, and mechanisms.
 - Basic understanding of risk management practices.
 - Strong customer service, problem-solving and influencing skills.
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