

POSITION DESCRIPTION

Position title:	Chief Information Officer
Department:	Strategy & Corporate
Reports to:	Deputy Chief Executive
Direct Reports:	4 staff (IT Manager, Research and Library Services Manager, Senior Historical Researcher, Records Advisor)
Indirect Reports:	10 staff
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Business Environment

Crown Law provides legal advice and representation services to the government in matters affecting the executive government, particularly in areas of criminal and public law. The services provided include matters covering judicial review of government actions, constitutional questions including Treaty of Waitangi issues, the enforcement of criminal law and the protection of revenue. Crown Law also administers the prosecution process in the criminal justice system, in particular, trials on indictment before juries.

Crown Law's purpose is therefore to provide authoritative legal representation and advice to Government to enable it to achieve its objectives, act lawfully and discharge its constitutional duties, including supervision and conduct of Crown prosecutions and appeals, while being financially sustainable.

The Information & Research Group's purpose is to provide a range of services which support in an integrated and strategic way, the core functions of Crown Law, outlined above. Services include information technology, research and library services, historical researchers and document/records management.

Primary Purpose of Position

The Chief Information Officer is expected to drive strategic initiatives across the information technology, knowledge management, records management, research, historical research and library dimensions to support Crown Law's strategic direction. The role is responsible for the oversight and management of information and research services – information technology, research and library services, historical researchers, records management and knowledge management – across Crown Law.

Key Result Areas

Leadership and Management

- Deliver effective management and high performance leadership to Information and Research managers and staff, with a focus on developing staff and manager capability and performance.

- Contribute to the overall management of Crown Law through participation in appropriate governance groups and leadership forums.
- Contribute to the development of, and manage group budgets in accordance with Crown Law's delegation and financial management policies and procedures.
- Contribute to the development and implementation of strategic initiatives to meet the wider needs of the business including support of Crown Law's performance framework.
- Lead the Information and Research teams in ensuring service excellence and a focus on continuous improvement including financial sustainability.
- Ensure all services provided by the Information & Research Group align with all of Government initiatives and participate in all of Government and Justice Sector forums in these areas.
- Work collaboratively with other third tier managers to collectively support the core functions of Crown Law and to develop a unified and coherent strategy to enable continuous improvement and efficient and effective service delivery from the office as a whole.

Information Technology

- Lead and drive the development and delivery of an Information Management Strategy and information systems.
- Lead and drive the development and delivery of all business infrastructure initiatives to maximise utilisation of information technology platforms.
- Investigate current developments in technology, systems and services to assess and evaluate the potential benefits and costs to improving the provision of legal services to clients.
- Lead and promote the use of electronic litigation products to internal users and external parties.
- Responsible for management of information technology contracts and supplier relationships.
- Lead and drive the development, including testing, of a disaster recovery plan for information management services in conjunction with Crown Law's Business Continuity Plan.

Knowledge Management

- Provide strategic management and support to the necessary knowledge infrastructure, culture and behaviours that ensure staff and clients can access the aggregated knowledge available in Crown Law for the provision of quality legal services.
- Lead the development of a knowledge management strategy and knowledge infrastructure including the identification of resources required to deliver initiatives in regards to the effective use of knowledge across Crown Law.

Research and Library Services

- Provide strategic management and support to all research functions and capabilities across Crown Law.
- Support the development of new and smart technologies to enhance the research services provided to and used by counsel, managers and clients and ensure efficient and innovative access to and use of external and internal information resources.

- Lead and develop a range of research skills, resources and technologies to provide best practice research services.

Historical Research

- Provide strategic management and provision of historical research within Crown Law in connection with claims and issues before the Courts and Tribunals.

Records Management

- Lead and drive good knowledge and document management practices across the business by developing clear processes to ensure they meet the standards for the creation, maintenance and disposal of records, set under the Public Records Act 2005.
- Responsible for management of electronic document/records management systems and supplier relationships and contracts.
- Oversee specific Records Management projects.

Key Working Relationships

Internal

- Solicitor-General and Deputy Solicitors-General.
- Deputy Chief Executive/Chief Operating Officer.
- Business Services Manager and Legal & Support Services Manager.
- Public Prosecutions Unit Manager.
- Team Leaders.

External

- Counterparts in other Government Agencies and in the private sector law firms including Justice Sector/Small Agency ICT/CIO forums and representing Crown Law on working groups and committees within the Public Sector.
- Archives NZ.
- Publishers, suppliers and vendors.

Skills, Experience and Qualifications

The Chief Information Officer will have the following skills, qualities and experience:

- A tertiary degree in a relevant field or equivalent experience.
- Substantial experience in or a sound understanding of operational management which demonstrates success in a management role; technology strategy development and technology services delivery.
- Experience in or a sound understanding of knowledge, records, library and research management and technology.
- Experience in building and managing high performing teams.
- Ability to communicate to a wide range of audiences on a range of complex issues.
- Developed relationship management skills demonstrated by establishment and maintenance of a range of effective inter-relationships across business units and/or professional goals.

- Experience which demonstrates a high level of self-motivation and initiative to set and achieve goals.

Personal Attributes

The Chief Information Officer will enjoy and excel at:

- Leading and influencing others.
- Leading change and operating in an uncertain environment.
- Developing strategies that deliver results.
- Identifying what is not working, looking for opportunities and developing practical solutions.
- Organising and being disciplined and structured in approach.
- Making things happen in a complex environment.

Expectations of All Staff

You are expected to:

- Lend a hand when others need help.
- Be conscientious.
- Be resilient.
- Keep yourself informed about what is going on.
- Get involved with organisation events.

Competencies and behaviours required

- **Courage;** Relishes leading people and or situations; takes unpopular stands if necessary; encourages direct and tough debate without being afraid to end it and move on; is looked to for direction in a crisis; faces adversity head on; energized by tough challenges.
- **Client Focus;** Is dedicated to meeting the expectations and requirements of internal and external clients; acts with clients in mind; establishes and maintains effective relationships with clients and gains their trust and respect.
- **Interpersonal skills;** Relates well to all kinds of people – up, down, and sideways, both within and outside of the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse high-tension situations comfortably.
- **Integrity and Trust;** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Collaboration;** Can quickly find common ground and solve problems for the good of all; can respect his/her own interests and yet to be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
- **Energy and Drive;** Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks. Can be counted on to

exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.

- **Living the vision and values;** Adheres to the Crown Law set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; is an effective role model to the extent that he/she constantly walks the talk.

VISION & VALUES

Purpose

We serve the Crown and uphold the rule of law.

Vision

We are the Crown's trusted legal advisor. Our clients value our services.

Values

Our values are:

Leadership

- Committed to continuous improvement & development
- Value the trust placed in us by the Crown
- Leading in public law

Professionalism

- Take pride in respecting & promoting the rule of law
- Committed to understanding clients' needs & delivery quality services
- Guided by State Sector values

Valuing People

- Respect for our colleagues, organisation & clients
- Create & foster a collaborative, fun & supportive work environment
- Encourage & value a balance between work and life commitments

Public Service

- Serve the government with professionalism & integrity
- Conduct ourselves fairly & lawfully
- Careful stewards of public resources

Strategic Objectives

- Manage public resources responsibly
- Provide valued services
- Provide technical expertise & leadership
- Build a high performance culture
- Develop our reputation