

Position Title - Ingoa Tūranga

Chief Information Officer

Group - Puni

People and Operations

Division - Tānga

Information Management Division

Reports to - Menetia

Deputy Chief Executive, People and Operations

About the Public Service - Mō te Ratonga Tūmatanui

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ē anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders' in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

About the Position - Mō te Tūranga

The Chief Information Officer (CIO) is accountable for leading and delivering effective technology and information strategies enterprise wide to support the Ministry's overall strategic objectives. The CIO focuses on IT as a key enabler for the operations, strategies, risk mitigation and greater mission of the Ministry. The role is responsible for developing the long term Digital strategy of the organization, influencing the greater Ministry strategy to leverage IT trends and technology changes, eliciting and addressing evolving stakeholder needs, improving the overall user/customer experience and challenging norms to ensure the IT infrastructure and team are fit for the future.

The role of Information Management Division (IMD) is to ensure that the Ministry has the digital tools including data integrity to enable the day to day business of all MFAT workers.

The IMD Division provides services to the Ministry in the areas of knowledge management and information technology management.

The CIO is the "digital champion" for the organisation and will be expected to build and maintain strong networks across the Ministry and the wider government community to influence strategies and provide customer-centric services. Information management Division activities shape Ministry employees digital experience as well as ensuring the right processes and systems are in place to do the basics well.

Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

Strategy, Planning & Thought Leadership

- Lead the Ministry's Digital strategy and associated delivery roadmaps & work programmes, and transform the Ministry's capability to leverage its technology, data, and information and knowledge assets.
- Provide thought leadership and strategic advice to the Ministry on global technology trends and options.
- Develop and implement global Digital strategies to support the business initiatives.
- Advocate digital capability as supporting change agents within the Ministry's strategies.
- Keeping current and promote emerging trends and opportunities in the "Digital" industry and whole-of-government initiatives in regard to information and technology.
- Provide business strategic support by identifying and evaluating opportunities for business-led technological innovation and development including the more effective use of information.
- Identify with the organisation opportunities to leverage information held within the Ministry to promote business lead initiatives utilising global information capability.

Data, information and knowledge management

- Lead an organisation wide approach to data, information and knowledge, regardless of format, ensuring the development of policies, processes, standards, rules and architectures to enable the effective management and use of data and information across the Ministry and with external stakeholders.
- Lead ongoing enhancement of the Ministry data management technology and processes, ensuring continual review of their usage across the Ministry to meet current and future business need.

Organisational Responsibilities

- Understand the Ministry's Strategic Framework and how this role contributes to the Framework.
- Ensure all IMD work complies with relevant legislation including the Official Information Act.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.

Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

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

Qualifications:

- Post-graduate degree in Information Management, Management or an equivalent qualification from a related field; or equivalent level of experience working in a Senior information management role.

Experience:

- Extensive experience influencing and leading strategy development.
- Extensive experience in a significant Information Management Division Senior Leadership role.
- Experience of driving transformation in a complex organisation.
- Proven track record of building strong relationships with stakeholders at all levels.
- Vision and ability to integrate and leverage different parts of an organisation.

Skills and knowledge:

- Ability to influence and persuade at all levels within an organisation, including outside of direct reporting lines.
- Excellent oral and written communication skills with the ability to convey complex information logically and concisely.
- Ability to operate strategically and develop trust and credibility with Senior Leaders.
- Strong ability to analyse and interpret complex data and arrive at sound business decisions.
- A growth mindset and perpetual learner.
- Strong leadership skills with the ability to develop, manage and inspire others.
- Ability to work with staff from all levels of the organisation.
- Sound understanding of tikanga and Te Tiriti o Waitangi principles

Relationships - Pātahitanga

The Chief Information Officer position is required to build and maintain the following relationships:

Within the Ministry:

- Chief Executive
- Senior Leadership Team and Senior Leadership Governance Groups
- All user groups within the Ministry, including offshore Posts' Heads of Mission (HOMs) and Heads of Post (HOPs) and staff
- Information Management Division staff and managers

Outside the Ministry:

- CIO/CDO in other government departments and agencies
- Suppliers, contractors, trades personnel
- NZ Inc partners
- Other government agencies including Public Services Commission, the Government Chief Digital Officer (GCDO), NZ Police, NZDF, the Government Communications Security Bureau (GCSB), the Department of Prime Minister and Cabinet (DPMC)
- Audit NZ
- Other Foreign Affairs agencies.

Delegations - Whakatautapatanga

- The role is responsible for the management of circa 85 permanent staff including 7 direct reports and a large number of contractors depending on the project delivery schedules. The operation of the IMD is 24 hours per day 7 days a week.
- Delegations are set out in the Ministry's Instrument of Delegation.

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship
- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.

References

- **Ministry's Strategic Intentions 2019-2023**
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>