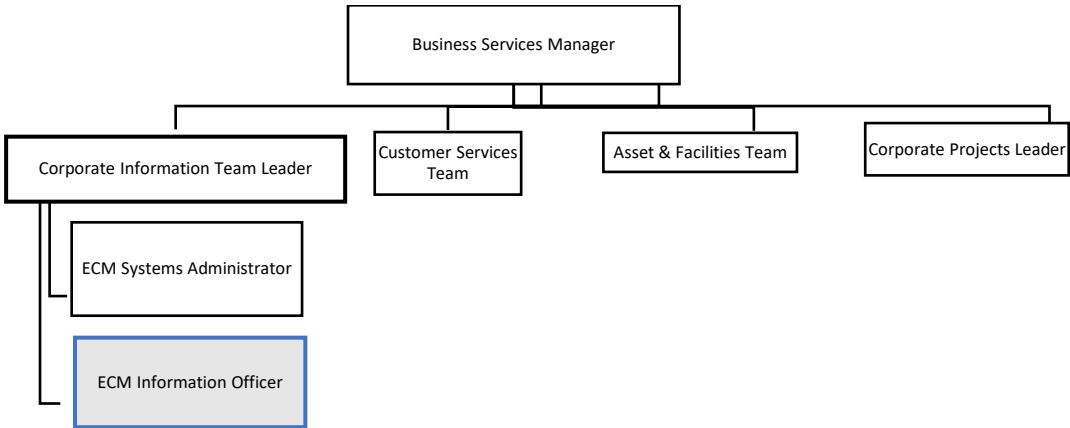




Job Description

Job Title:	ECM Information Officer
Group:	Corporate and Governance
Team:	Business Services
Reports to:	Team Leader Corporate Information
Responsible to:	Brenda Balmer
Position Grade:	8
Salary:	\$58,668 (85%) - \$69,021 (100%) FTE per annum pro rata
Date:	September 2026
Position Purpose:	Provide Enterprise Content Management (ECM) services through Kākā to ensure Council information is captured, managed, protected, and accessible throughout its lifecycle. Support information governance, legislative compliance, customer service, and continuous improvement in information management practices

Organisational Context



Functional Relationships

External	Internal
• Members of staff • Archives Central • Members of the Public • Software Providers • Other local authorities	• All Horizons Regional Council Staff • Business Services Manager • Corporate and Governance Team

Key Results Areas

The ECM Information Officer supports Council's information governance objectives by administering and supporting Kā kā (our Electronic Documents and Records Management System - EDRMS), managing records and information throughout their lifecycle, coordinating records-related requests, and ensuring information is accurate, accessible, secure, and compliant with legislative and organisational requirements. The role contributes to continuous improvement in information management practices and delivers high-quality support to internal and external stakeholders.

Corporate Information and Records Management

Job holder is accountable for	Job holder is successful when
- Administering and supporting Kaka and its SharePoint-based information management functionality to ensure Council information and records are accurately captured, maintained, accessible, and managed throughout their lifecycle. - Managing Records Portal requests and information management enquiries, ensuring timely, professional, and customer focused service - Producing and monitoring Kākā weekly and monthly reports to support compliance, data quality, performance monitoring, and continuous improvement - Ensuring compliance with information management legislation, standards, policies, and best practice, including records quality, retention, disposal, archiving, and retrieval processes - Providing advice, guidance, and training, to staff on information management practices and the effective use of Kaka. - Supporting information governance initiatives, digital projects, archives management, and continuous improvement activities - Building effective relationships with stakeholders, including Archives Central, to support organisational information management outcomes.	- Information within Kaka is accurate, accessible, secure, and managed in accordance with legislative and organisational requirements - Records Portal requests, service requests, and information enquiries are resolved accurately and within agreed timeframes. - Weekly and monthly Kaka reports are completed accurately and on time and provides meaningful insights to support business needs. - Records, metadata, archiving, retention disposal activities consistently meet quality and compliance standards. - Staff are well supported and confident in applying information best practices and using Kākā effectively. - Information governance, system improvements, and continuous improvement initiatives contribute to improved organisational outcomes - Strong stakeholder relationships are maintained, and a high standard of customer service is consistently delivered

Corporate Contribution

- Maintain own professional development. - Undertake Performance Development tasks/responsibilities. - Undertake Health and Safety tasks/responsibilities. - Participate in emergency management training and activities as required. - Participate and contribute to corporate projects and inter-departmental initiatives as agreed. - Maintain Council plant and equipment. - Fulfil administration-reporting requirements (e.g. timesheets, vouchers, reporting).	- Appropriate training and development undertaken as agreed. - Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. - Contribution to projects and corporate initiatives is effective and valued. - Administration requirements are completed timely and accurately.
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Person Specification

Skills, Knowledge & Experience

Essential

- Experience working with SharePoint, Microsoft 365, or a comparable information management system.
- Experience providing customer service, user support, or administrative support in a professional environment.
- Experience managing information, records, documents, or business processes with a high level of accuracy and attention to detail.
- Demonstrated ability to prioritise workloads, manage competing demands, and meet deadlines.
- Sound understanding of information and records management principles and practices, including the requirements of the Public Records Act 2005.
- Working knowledge of Microsoft 365 applications, including SharePoint.
- Understanding of information security, privacy, confidentiality, and information governance requirements.
- Strong communication, customer service, and stakeholder relationship management skills.
- Strong organisational, analytical, and problem-solving skills, with a focus on continuous improvement.
- Ability to quickly learn new systems, technologies, and processes, and work effectively both independently and as part of a team.

Desirable

- Experience with SharePoint Enterprise Content Management (ECM) or Electronic Document and Records Management System (EDRMS).
- Experience in records management, information management, archives, local government, or a regulated environment.
- Experience producing reports, monitoring compliance or data quality, and developing user guidance or training materials.
- Knowledge of the Public Records Act 2005, Privacy Act 2020, and Archives New Zealand standards.
- Understanding of SharePoint-based information management, metadata, document control, and records management practices.
- Ability to identify and implement process improvements and promote best-practice information management.

Other Role Requirement

- Customer-focused, approachable, and committed to delivering high-quality service.
- Curious, adaptable, and motivated to learn new systems, technologies, and ways of working.
- Accurate, methodical, and detail-oriented, with a strong focus on information quality and compliance.
- Proactive and solutions-focused, with the ability to identify opportunities for improvement and innovation.
- Collaborative team player who builds positive working relationships with colleagues and stakeholders.
- Demonstrates integrity, professionalism, discretion, and respect for confidentiality.
- Shows an interest in information governance, records management, enterprise content management, and digital information systems.
- Committed to ongoing learning, professional development, and keeping current with information management best practice.

Horizons Key Competencies

Customer Focus	Commitment to meeting the needs of anyone they work for and with including colleagues.
Job Knowledge	Have the knowledge and skills to perform the requirements of the position.
Communication	Use written and verbal language and style appropriate to the audience and context.
Teamwork	Work constructively with people as a team member to achieve a common goal.
Dependability and Commitment	Reliable and dedicated to achieving results.
Continuous Improvement	Adjusts to change and different perspectives, thinks proactively, pursues opportunities and take appropriate action.
Organising for Results	Ensures work is completed effectively and within agreed deadlines.

Ngā uara o Ngā Pae | Our Horizons Values

Kia Mau Ki Te Tokanga Nui a Noho | There's no place like home



Manaakitanga	We care for our communities and the region's environment. We care for current and future generations.
He kura te tangata	We treasure our people. We look after each other, we uphold each other's mana, and we use our different skills to support one another.
Mā rau ringa e tutuki ai	We succeed together. We strengthen our partnerships by collaborating with each other and our communities. We share information, knowledge and experiences because doing things together works best. We listen to understand each other.

Declaration

This position description reflects the duties and responsibilities of the role at the time of writing. Duties may evolve over time to meet organisational needs, and reasonable changes may be made through consultation. The position description does not limit opportunities for personal development or changes in duties as the role grows.

Approved: _____ (Manager) Date: ____/____/____

Read and Understood: _____(Incumbent) Date: ____/____/____