

JOB DESCRIPTION

| | |
|-------------------------------------|---|
| Job Title: | Information Officer - Print Āpiha Mōhiohio Tānga |
| Position Title (on RemWise): | Information Officer - Print |
| Work Unit: | Corporate Information Team |
| Work Group: | Corporate and Governance |
| Reports to: | Corporate Information Team Leader |
| Responsible for: | NIL |

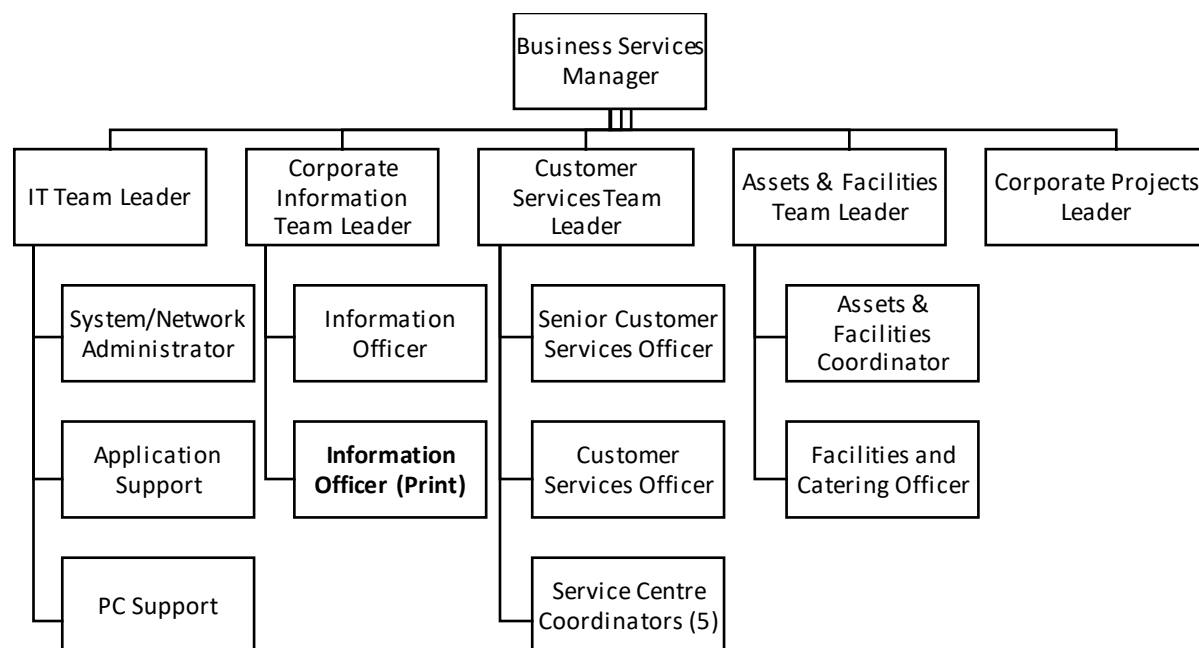
Position purpose:

This role is responsible for managing all printing requests, while meeting best practice standards and legislative requirements, process inwards/outwards mail, action support services requests and provide ECM assistance

- Provide document processing and collation services to Horizons Regional Council (HRC)
- Support the Corporate Information Team Leader in providing Horizons a culture of excellent information management
- Manage the flow of HRC's digital reproduction requests and distribution requirements (considering copyright rules)
- Liaise with internal and external customers and respond to printing and portal requests
- Provide advice and support to staff for our Enterprise Content Management (ECM) system - Kākā

| | |
|----------------------|----------------------------------|
| Salary: | \$55,336 (85%) - \$65,101 (100%) |
| Date Updated: | November 2024 |

ORGANISATIONAL CONTEXT



KEY RELATIONSHIPS

| EXTERNAL | INTERNAL |
|--|--|
| <ul style="list-style-type: none"> Resource material suppliers Vendors/Suppliers Resource material suppliers External customers – Ricoh, Mirage, TIMG, Office Max, Robert Embroidery Mail and Courier Service delivery agents | <ul style="list-style-type: none"> Business Services Manager Corporate Information and Records Team All Horizons Regional Council staff |

KEY RESULT AREAS

Key result areas have been identified to assist in formulating performance objectives. The duties of the position are being carried out in a successful manner when:

| JOB HOLDER IS ACCOUNTABLE FOR | JOB HOLDER IS SUCCESSFUL WHEN |
|---|--|
| Document Production | |
| <ul style="list-style-type: none"> Process Horizons Regional Council documents including printing, collation, binding, trimming, and laminating documents as requested by customers Quality check the progress of printing jobs to ensure excellent quality of documents produced Provide advice and work collaboratively with internal and external graphic designers to prepare files for the print production process | <ul style="list-style-type: none"> The documents are formatted and print correctly and of a high quality with correct Council branding All photocopying, collation, laminating and binding carried out to the required standards and within agreed timeframes. Customers are kept informed of progress in a timely manner. Document production methods are researched and modern technology is recommended and used as possible. |

| | |
|--|---|
| <ul style="list-style-type: none"> ▪ Works collaboratively with others to enhance and/or develop documentation to a high standard ▪ Provide advice and assistance for design layouts for brochures, handouts, booklets, leaflets, manuals and any re-runs ▪ Programme printing instructions, layouts into all equipment located in the print room ▪ Provide advice and work collaboratively with internal and external graphic designers to prepare files for the print production process ▪ Ensure abatement letters and infringement notices are completed correctly, duplicated and filed as per legal requirements ▪ Maintain exemplary level of confidentiality and privacy in all aspects of work ▪ High degree of customer focus ▪ Continuous improvement and innovation to increase sustainable capability within processes and delivery in line with Zero Waste ▪ Ensure a high level of knowledge of digitisation, privacy and copyright requirements is maintained and communicated to the requesters of the service ▪ Arrange required maintenance of Document Production Room equipment | <ul style="list-style-type: none"> ▪ Equipment in Document Production Room functions reliably and consistently ▪ All printers/copiers are maintained and serviced to a high standard at Regional House and Te Ao Nui ▪ Service Technicians are called if required for printing/copying machines including ordering of parts and updating configuration of the machines ▪ Excellent customer service and communication is always provided ▪ All requests for service, incidents, problems, changes and projects are recorded and carried out to a level that meets the needs of the stakeholders ▪ Documentation is maintained to a level that meets the needs of the stakeholders and minimises the risk to Council ▪ Work has been prioritised and deadlines are met ▪ |
| Access Permissions and Identification (ID) Cards | |
| <ul style="list-style-type: none"> ▪ Manage the production of ID Cards for staff and assign building permissions to new staff for Te Ao Nui, Regional House, Queen St and Arena ▪ Manage a register of all staff card security permissions, add new staff, train staff on card use on how to access the buildings and remove permissions when staff leave HRC ▪ Notify PNCC of new staff access to Arena ▪ Train new staff in how to access the buildings ▪ Provide new cards for existing staff when requested | <ul style="list-style-type: none"> ▪ Photos are accurate ▪ A security pin and security clearance is given ▪ Access to relevant parts of all HRC buildings, Arena and Queen Street is given ▪ ID cards are processed in a timely manner of when requested ▪ Permissions and cards are assigned correctly |
| Information and Records Management | |
| <ul style="list-style-type: none"> • Proactively promote and support by providing advice, and guidance, to ensure an efficient operation of our ECM (Kākā) • Provide support for ECM Business as Usual (BAU) as and when required • Back scan all paper records in conjunction with the Corporate Information and Records Team Leader • Preparation, scanning and profiling/saving of various documents, as assigned in a timely and accurate manner | <ul style="list-style-type: none"> ▪ Teams are satisfied with the service provided and all correspondence is being filed daily and can be located promptly when required. ▪ Users are well supported and comfortable asking for assistance and help and advice with Kākā and M365 ▪ Other duties are carried out as agreed with the Corporate Information and Records Team Leader |

| <p>Assist with filing and administration in the ECM as required.</p> <ul style="list-style-type: none"> ▪ Adhere to all Corporate Information and Records Management policies and procedures ▪ Assist and support Council's Enterprise Content Management System SharePoint online (Kākā) ▪ Assist with training for Kākā as required ▪ Retrieve Information for Council staff and the public within Kākā ▪ Provide assistance to Information Officer as required ▪ Respond to electronic information requests as required ▪ Take on role of super user of the document management system (Kākā) to provide expertise and support to users as necessary ▪ Provide advice and support to HRC staff on M365 to ensure functionality of the ECM | |
|--|--|
| Mail, Courier Services and Administration | |
| <ul style="list-style-type: none"> ▪ Monitor portal requests for service and respond to as appropriate ▪ Open, sort, record, scan and circulate inwards mail – high customer service focus ▪ Manage outward mail including communications with DX mail ▪ Complete courier deliveries using GoSweetSpot ▪ Carry out deliveries and pick-ups from our other offices three times per week and other suppliers as requested ▪ Manage and maintain all stationery requests ensuring the stationery cupboard is stocked with stationery for staff to access ▪ Order print room supplies as well as specialist products for document production ▪ Maintain stock levels and provide assistance to staff in the replacement of all printer and copier cartridges ▪ Ability to understand business processes and continuous improvement ▪ Undertake filing, listing and arrangement of paper records as required. ▪ Create purchase orders as required ▪ Organise for the document destruction bins to be ordered and changed ▪ Coordinate and communicate with DX mail and NZ Couriers for large mail outs ▪ Coordinate uniform pick-up and delivery for uniforms sent to Robert Embroidery ▪ Complete regular stocktake of envelopes | <ul style="list-style-type: none"> ▪ Portal requests are processed in a timely manner ▪ Incoming mail is dealt with in accordance with established policy and procedures and distributed within the required deadlines ▪ All outward mail, freight and courier items are dispatched in an accurate and timely manner ▪ All tasks are carried out in an accurate and timely manner ▪ Printer and copier cartridges are replaced with minimal disruption ▪ Adequate stocks of stationery supplies are on hand and the stationery cupboard is maintained with acceptable stock levels ▪ Paper and other mail, freight and courier supplies are maintained ▪ Copies of relevant correspondence are provided for filing where required ▪ Accounts are checked and processed for sign off as required ▪ Ensure the document destruction bins are processed efficiently and purchase orders are managed efficiently ▪ Users are well supported and comfortable asking for assistance on the document management system and process ▪ Other duties are carried out as agreed with the Corporate Information and Records Team Leader ▪ Regular stocktakes of envelopes are carried out and reported to the Corporate |

| | |
|---|--|
| <ul style="list-style-type: none"> ▪ Back scan all paper records in conjunction with the Corporate Information and Records Team Leader ▪ Preparation, scanning and profiling/saving of various documents, as assigned in a timely and accurate manner ▪ | <p>Information and Records Team leader for ordering of new stock</p> <ul style="list-style-type: none"> ▪ Back scanning of resource consents is carried out |
| Corporate Contribution | |
| <ul style="list-style-type: none"> ▪ Maintain own professional development. ▪ Undertake Performance Development tasks/responsibilities. ▪ Undertake Health and Safety tasks/responsibilities. ▪ Participate in emergency management activities as required. ▪ Participate and contribute to corporate projects and inter- team initiatives as agreed. ▪ Looks a new ways to improve business processes and efficiency ▪ Is a team player and contributes to the team | <ul style="list-style-type: none"> ▪ 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. |

QUALIFICATIONS

Knowledge/Experience

- Understand the digital print business
- Good general experience with document production
- Relevant experience in records and/or office systems
- Have a strong knowledge of Microsoft 365 and SharePoint online and all print room platforms
- Have an affinity with up to date office technology

Working Knowledge

- Competent in the use of document production equipment
- Understanding of formatting documents
- Have an understanding of Public Records Act 2005 and Privacy Act 2020
- Have strong communication skills including both written and oral
- Ideally has experience within a Records and Document Management position, and/or has knowledge of the principles and practices of Document and Records Management
- Have excellent computer and know of industry/council trends
- Quality customer service
- Customer service skills
- Time management
- Competent use of relevant office and data management software
- Safe work practices

COMPETENCIES FOR PERFORMANCE DEVELOPMENT

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.

PERSONAL ATTRIBUTES

- Excellent communication skills (verbal and written)
- Ability to relate to a wide range of people.
- Attention to detail
- Commitment to providing excellent customer service.
- High level of integrity and confidentiality.
- Always looking for better ways of doing things
- Able to work with minimal supervision
- Able to work under pressure
- Willingness to learn
- Positive approach

OTHER REQUIREMENTS

Be prepared to:

- Occasionally work outside of normal business hours.
- Occasional overnight stays away from home.
- Undertake activities, as directed, as part of Horizons Regional Council's response to flood events, environmental incidents and emergency response.
- Maintain a proactive approach to Health and Safety in relation to your responsibilities and ensure legislative responsibilities and codes of practice are complied with.

DECLARATION

This position description is prepared on the basis of existing and foreseen duties and responsibilities. As such it will not prejudice further specification and/or rearrangement at a later date. Also it will not prejudice a particular incumbent's ability to achieve personal development through a change (or partial change) in duties and/or position.



Approved: _____ (Manager)

Date: ____/____/____

Read and Understood: _____ (Incumbent)

Date: ____/____/____