

Tūranga Mahi / Position Description: Kaiwhakahaere Hangarau – Chief Information Officer

At Rotorua Lakes Council, we are driven by the **purpose** for our existence, - by our 'why'. Our 'why' is our customers. We come to work each day to deliver services for our customers, and we keep them at the centre of our organisation's culture. We are committed to building a high performing culture based on our **purpose**.

'How' we work together is defined by our organisational culture and values. What each person does differs from role to role and will change based on the work programme approved by our Elected Council. The tasks that we do in each role are not a purpose in themselves, their purpose is to serve our customers.

To be successful in the role, and to enjoy your employment at RLC by achieving significant results for the community, you will need to take to heart and live the sentiment "The organisation's success is my success – my job is only done when everyone's job is done".

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 78,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community. Employment at RLC is a unique opportunity to develop your understanding and appreciation of Te Ao Maori, in order to better serve our whole community. As a senior leader in the organisation, you have a key responsibility to lead our people in adhering to our legislative responsibilities to mana whenua.

A top priority is to ensure the health and safety of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health and safety of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the district. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation.

The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

MAHI - POSITION:	Kaiwhakahaere Hangarau – Chief Information Officer
RANGATIRA - REPORTS TO:	Group Manager – Organisaitonal Innovation and Performance
KĀHUI - GROUP:	Organisaitonal Innovation and Performance
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	<p>Deliver strategic digital transformation of RLC operations and customer engagement platforms. Deliver technology that streamlines business operations and customer interaction to help facilitate RLC's community outcomes.</p> <p>The Chief Information Officer (CIO) provides enterprise leadership and stewardship of Council's information, data, digital and technology ecosystem so that it flows effectively, ethically, and sustainably in service of customers, communities, and future generations.</p> <p>The CIO enables Council to be:</p> <ul style="list-style-type: none"> - Customer focused through accessible, intuitive and evidence-led digital services - Community driven through trusted information, partnership with iwi, and insight-led decision-making - People centred by empowering staff with reliable systems, data and tools that support great work <p>As a senior organisational leader, the CIO ensures information and digital capability are treated as public taonga, secure, well-governed and purposefully invested, supporting Vision 2030 and delivery of the Long-Term Plan.</p>
NGĀ WHAKARITENGA - DELEGATIONS	<ul style="list-style-type: none"> • Direct reports: <ul style="list-style-type: none"> ○ Business Solutions Lead ○ Records Team Lead ○ IT Lead ○ GIS Lead ○ ERP Project Manager • Budget Responsibility: \$7M
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	<ul style="list-style-type: none"> • Mayor and Elected Members • Te Tatau o te Arawa • CE's Group • Manahautū Te Arawa Partnership • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience

**HONONGA WAIWAI –
KEY RELATIONSHIPS:
Rāwaho - External**

- Council stakeholders
- Contracted service providers
- Technical professionals in your field
- Auditors
- Neighbouring local authorities
- Mayor and Elected Councillors
- Te Arawa Entities
- Rotorua Community & Partnership

NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	Enterprise Information & Digital Stewardship <ul style="list-style-type: none">• Act as kaitiaki of Council’s information, data and digital assets across their full lifecycle• Ensure assets are secure, trusted, resilient, compliant and financially sustainable• Uphold obligations under privacy, Public Records, LGOIMA, cybersecurity and related legislation• Establish clear enterprise standards, architectures and accountabilities that protect long-term public value Insight-Led Decision Making – Data, Analytics & Evidence <ul style="list-style-type: none">• Champion enterprise use of data and analytics to inform strategy, investment and performance• Lead data governance, stewardship roles, quality standards and ethical use frameworks (including AI)• Ensure leaders have timely, meaningful insight into service performance, financial sustainability and community outcomes• Embed benefits realisation and transparent reporting for all digital and data investments Customer-Centred Digital Enablement <ul style="list-style-type: none">• Lead digital capability that delivers accessible, inclusive and intuitive customer and staff experiences• Translate customer journeys, regulatory requirements and operational needs into scalable digital solutions• Enable behaviourally informed digital services that reduce friction and improve outcomes
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Integration & Partnership

- Integrate ICT, information management, data and digital functions into a cohesive enterprise operating model
- Foster cross-functional ways of working that strengthen organisational coherence and agility
- Build trusted partnerships across Council, with iwi partners, sector peers and vendors
- Position information and technology as enterprise enablers and not siloed services

Integrity & Assurance – Risk, Governance and Trust

- Provide clear, credible advice to the CE, ELT and Council on digital, information and cyber risk
- Maintain a balanced risk posture that protects Council while enabling innovation and learning
- Oversee assurance for major initiatives, ensuring disciplined delivery and realised benefits

People-Centred Leadership

- Lead and develop multidisciplinary teams across digital, data, information and technology
- Foster a culture of collaboration, accountability and continuous improvement aligned with our organisational goals.
- Provide calm, visible leadership through organisational and technological change
- Contribute as a senior leader to whole-of-organisation performance and coherence

Note: This list is indicative and not exhaustive. Employees may be required to perform additional responsibilities consistent with the purpose of their role.

TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

<p>NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrated ability to lead and motivate individuals and teams to take ownership of and achieve business and project goals • Demonstrated ability to affect positive change in processes and outcomes in an organisation • Demonstrates commercial acumen and understanding of business drivers • Degree in Information Management, business administration, or related field • Experience across business transformation and change management within large organisations • Proven managerial experience with high business acumen <p>Desirable</p> <ul style="list-style-type: none"> • Project management experience in a senior leadership role
<p>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<ul style="list-style-type: none"> • Senior leadership experience across information, digital, data and/or technology in complex environments • Proven success integrating fragmented functions into cohesive, outcome-focused operating models • Strong expertise in information stewardship, data governance, privacy and cybersecurity • Experience advising executives and governance bodies on strategy, risk and transformation • Demonstrated ability to work in partnership environments, including iwi engagement • Local government experience desirable