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|-------------------------|---|-----------------|---|
| <b>POSITION TITLE:</b>  | Chief Information Officer   |                 |   |
| <b>GROUP:</b>           | Corporate Services  | <b>SECTION:</b> | Information and Communications Technology |
| <b>REPORTS TO:</b>      | Group Manager Corporate Services  |                 |   |
| <b>RESPONSIBLE FOR:</b> | Team Leader ICT Strategic Projects, Team Leader Business Support, Team Leader Technology Solutions, Team Leader GIS |                 |   |
| <b>GRADE:</b>           | 23  |                 |   |
| <b>DATE REVIEWED:</b>   | August 2025   |                 |   |

#### HBRC STRATEGY

##### Our Vision:

We want a healthy environment and a resilient and prosperous community.

##### Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

##### Our Values:

- **Manaakitanga:** Living behaviours of care and respect
- **Kotahitangi:** Living behaviours of collective drive and unity
- **Ngākau Pono:** Living behaviours of commitment, integrity, and accountability
- **Whanaungatanga:** Living behaviours of relationships and connection
- **Māramatanga:** Living behaviours of clarity and understanding

##### Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

#### POSITION SUMMARY

The Chief Information Officer (CIO) will play a crucial role in shaping and executing our technology strategy, ensuring that IT initiatives align with business goals and contribute to the overall success of the organisation. The CIO will lead a talented team of IT professionals, fostering innovation, and implementing best practices to optimise technology infrastructure, systems and processes.

#### GROUP AND TEAM GOALS:

The ICT section exists to deliver, support and maintain:

- End user hardware and software.
- Business applications.

- GIS services and solutions.
- Core technology infrastructure (networks, server compute and storage).
- Telecommunications and meeting technologies.
- Electronic document management.

And to provide ICT related professional services:

- Procurement and Supplier Management.
- Business Analysis.
- Service Management.
- Project Management.

Active participation and contribution to the long-term success of ICT Shared Service initiatives within the region, and across the Regional Council sector.

## **JOB SPECIFIC ACCOUNTABILITIES**

### **Strategic Technology Leadership**

- Develop and execute the organisation's overall technology strategy in alignment with business objectives
- Provide vision and leadership for the development and implementation of IT initiatives that enhance efficiency, security and innovation.
- Develop and articulate a vision and roadmap of how the organisation can use information systems to help meet the Council's strategic plan.
- Develop and maintain an Information Services (IS) Strategic Plan that supports this vision and roadmap, and in doing so, apply up-to-date experience, knowledge, and strategy related to key information systems projects of a similar type to those under way for the organisation.

### **Technology Infrastructure Management**

- Oversee the design, implementation, and management of robust and scalable technology infrastructure, networking and cyber controls, ensuring reliability, resilience, security, and compliance.
- Evaluation of emerging technologies and trends to make recommendations for technology investments.

### **Cybersecurity and Risk Management**

- Develop and implement cybersecurity strategies to safeguard the organisation's information assets.
- Establish and maintain risk management processes to identify and mitigate potential threats to IT systems and data.

### **Digital Transformation**

- Drive digital transformation initiatives that enhance customer experience, streamline operations and contribute to the organisation's competitive advantage.
- Collaborate with cross-functional teams to integrate technology into various business processes.

### **Vendor Management**

- Manage relationships with external vendors and partners, ensuring effective delivery of technology services and solutions.
- Negotiate contracts and agreements to optimize value and cost-effectiveness.

### **Budget Management**

- Develop and manage the IT budget, ensuring prudent financial stewardship of resources
- Monitor and report on budgetary performance and variances.

### **Compliance and Governance**

- Ensure IT policies and procedures comply with applicable laws and regulations.
- Implement and maintain governance frameworks to manage IT-related risks, enterprise planning and prioritization.
- Represent ICT at relevant forums including Council committees, regional & sector groups etc.

### Stakeholder Leadership

- Build strong relationships with internal and external stakeholders.
- Actively participate as a thought-leader at a national level within the sector.
- Explore and critically assess opportunities for collaboration within the sector and/or region.

### Team Leadership

- Lead, mentor and inspire a high-performing IT team, fostering a collaborative and innovative work environment.
- Identify talent needs, recruit and develop the skills of the IT team to meet current and future organizational requirements.
- Manage, lead, and guide the team, ensuring team objectives are met, clear direction is given, and adequate resourcing is provided.
- Actively engage with and lead Council's performance management system for the team ensuring key check-ins are met, learning and development needs are discussed, and appropriate development planning is undertaken.
- Develop a culture of high performance amongst the ICT team, seeking and implementing areas of improvement across ICT management and operations.
- Actively seek to build skills and expertise amongst the ICT team to enable the team to grow and stay current with evolving technology platforms and trends.
- All other duties as requested by your manager, and reasonable to the position.

## FUNCTIONAL RELATIONSHIPS

### Internal

- Group Managers
- Executive Team
- Elected members.
- Team members

### External

- Consultants and contracts
- Government agencies and departments
- Local authorities
- Technical and legal professional
- Iwi and other community groups
- Members of our community

## COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved.
- Customers are satisfied with responses to written or verbal requests for information.

## CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager.

- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your manager.
- Showing a strong team commitment, as indicated by peer feedback and your manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

## HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

## EMERGENCY MANAGEMENT

When an emergency event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities, after providing required support for your family and dependants. This means:

- Undertaking an allocated role for emergency management requirements, and responding to emergency management requests as needed.
- Participating in and completing onboarding and training courses, exercises and associated activities required for the readiness and preparedness of emergency events.
- Attending meetings and development forums or exercises as required to maintain competency. Responding to such requests by assuming an allocated emergency management role, as are required by events.
- Being aware of the Business Continuance Plan (BCP) and its contents and the implications for your role.
- Understanding and accepting that Civil Defence Emergency Management and BCP events may require working hours that differ from those outlined in your employment agreement.
- If your role is an Incident Management Team Function Lead, you are required to review the relevance of the BCP for your team, section or group on a regular basis.

## PERSON SPECIFICATION

### Minimum Qualifications and Experience required.

- Relevant bachelor's degree or equivalent tertiary qualification.
- At least 10+ years relevant experience in a similar role.
- Extensive background in strategically designing and developing IT systems and infrastructure, as well as planning their implementation.
- Demonstrated experience in digital transformation and innovation.

- Demonstrable experience in providing trusted advice to leadership teams.
- Demonstrable leadership experience.
- Extensive experience in storage technologies and cloud/server/network backup solutions.
- Valid driver's licence required.

### **Knowledge**

The following indicates what would typically be expected for this role at a competent level:

- In-depth knowledge of IT systems, infrastructure and emerging technologies
- Ability to lead and inspire staff in a positive and engaging manner.
- Ability to actively manage stakeholder relationships and expectations.
- Ability to clearly describe and promote ICT services to our customers.
- Ability to think through problems and visualize solutions.
- Good analytical and evaluation skills.
- Time management and task prioritization skills.
- Good written and verbal communication skills.
- Ability to think through problems and visualize solutions.
- Proficiency in MS Word, Excel, Visio, Projects, PowerPoint and other database and information management systems
- Knowledge of financial reporting systems and requirements.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge.
- Sound understanding of tikanga Māori and Māori values and an appreciation as to how they relate to Regional Council functions and plan and policy development.

### **Personal Attributes**

- Willingness to take on responsibility, be accountable and be decisive.
- Approachable and courteous.
- Empathy with staff and users.
- Innovative and positive.
- Thrives on positive inter-personal relationships.
- Sound judgement and initiative.
- Ability to create harmony in a team.
- Ability to anticipate change, remain flexible and be innovative.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- Ability to clarify objectives, identify key issues, consider all perspectives and evaluate.
- Ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.

### **Awareness**

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

## **CHANGES TO JOB DESCRIPTION**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

#### ACKNOWLEDGEMENT

*I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name