



Abuse in Care

Royal Commission of Inquiry

Chief Information Officer

The Abuse in Care Royal Commission is investigating the abuse and neglect of children, young people and vulnerable adults who were in the care of the State and faith-based institutions between 1950 and 1999.

Te Tiriti o Waitangi is the founding document of New Zealand and the Royal Commission is committed to applying the principles of Te Tiriti to the Inquiry - our terms of reference recognise the status of iwi and Māori under Te Tiriti, and ours is the first Inquiry of this nature that formally acknowledges its indigenous population in this way. The Inquiry will partner with Māori throughout the inquiry process and will give appropriate recognition to Māori interests, acknowledging the disproportionate representation of Māori (particularly of children and young people in care).

Our vision

Transforming the way, we, as a nation, care for children, young people and vulnerable adults in our communities.

Our values



Fairness and balance



Independence and determination



Transparency



Aroha

To learn more about the Royal Commission visit www.abuseincare.org.nz

Role details

Business unit	Business Support	Directorate	Business Support
Reports to	Associate Executive Director – Business Support	Location	Wellington
Direct reports	Up to 5	Indirect reports	Nil
Financial Delegations:	E	Non-Financial Delegations:	HR Delegation

Business Support Directorate

The Business Support Directorate provides Finance, Events and Logistics, HR including Recruitment and Health Safety and Wellbeing, ICT, Information Management, Procurement, Property and Security, and Transition Planning services, to the Commission. The Directorate’s purpose is to support the effectively delivery of the Royal Commission’s programme of work.

What you’ll do

The Royal Commission is an unusual organisation in that the majority of IT services are provided by the Administering Agency DIA, with some applications managed in house. The CIO oversees the delivery of IT related services to the Royal Commission from DIA and is responsible for the relationship with DIA’s IT department. The CIO also manages in-house applications in conjunction with the relevant vendors.

The CIO also manages the effective use of information and data within the Royal Commission, with a particular focus on developing and maintaining the Inquiry’s information governance and strategy, technical strategy and planning, service design and delivery, and information and data management in line with Governmental standards.

The CIO is responsible for developing both an IT and information strategy and operating plan for the life of the Commission which will include key milestones, key deliverables, risk mitigation as well as resourcing requirements.

The CIO is the Commission’s principal advisor on ICT and information management.

Accountabilities	Responsibilities
ICT and Information Management Policies and Procedures	<ul style="list-style-type: none"> Works with Associate Executive Director, Business Support to develop and implement best practice ICT and Information Management policies and procedures that meet the requirements of the administering agency and general Government expectations Ensures that appropriate information management policies and processes are embedded in the management and operational plans of the Inquiry.
Inhouse systems	<ul style="list-style-type: none"> Works with Commission management to scope and then deliver applications which the SLT agree are not to be delivered by the administering agency. Manages the selection process for new applications and oversees the implementation process with the assistance of the PMO and external resources. Manages ongoing maintenance needs through the vendor. Set levels of service and service quality which meet current and future requirements, policies and practices for conformance with mandatory legislation and regulations; strategic plans for technology to support the Inquiry’s strategies and plans.
ICT Management	<ul style="list-style-type: none"> Owns the relationship with DIA’s ICT Department and negotiates and monitors service level standards. Escalates and resolves issues, so that the Commission can have them resolved quickly, with minimal disruption to service.
ICT Security	<ul style="list-style-type: none"> Works with DIA’s security team to ensure appropriate security controls are in place and being followed, including certification of key systems
Information Management	<ul style="list-style-type: none"> Manages the information management team, ensuring that best practice information management processes and procedures are in place. Accountable for the implementation and ongoing support of the evidence management and data analysis systems that support the Commission’s work programme. Raise issues with the Associate Executive Director, Business Support as required to ensure sound information management. Manage the performance of systems and services, identifying their contribution to overall performance and benefits to the Inquiry. Take corrective action where necessary, ensuring infrastructure is managed to provide agreed levels of service and data integrity.

	<ul style="list-style-type: none"> ▪ Review proposals for information management initiatives requested by other teams in the inquiry. ▪ Understand the implications of information held by the Inquiry and provide advice and make recommendations based on that information, including the need to make changes to systems. ▪ Identify the impact of any relevant statutory, internal or external regulations on the Inquiry's use of information and develop strategies for compliance. ▪ All other duties as required.
People Management	<ul style="list-style-type: none"> ▪ Builds and maintains a team that provides timely, professional information management advice and services to the Commission. ▪ Coaches and mentors' direct reports to develop skills and capabilities. ▪ Builds and maintains a strong performance culture and customer service focus for the delivery of It and Information Management services to meet the needs of the Commission. ▪ Actively manages people and financial resources.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Carries out duties in ways that are consistent with, and honors the Commission's commitment to, Te Tiriti o Waitangi and demonstrates a good understanding of the expectations of iwi / Māori within the context of the Commission's mahi.
Leadership	<ul style="list-style-type: none"> ▪ As leaders, our role is to manage the performance of our teams, to develop their capability through coaching, mentoring, learning and development and actively sharing our knowledge and expertise.
Risk Management	<ul style="list-style-type: none"> ▪ Comply with specific legislative requirements, adhere to the Royal Commission's policies and procedures, and report or escalate risks to the Commissions people, operations or reputation. ▪ Maintain a strict sense of professional ethics, confidentiality and privacy, and abide by the public service Code of Conduct.
Health, safety and wellbeing	<p>Anybody that has responsibility for a person/s must comply with the requirements of the Commission's health and safety policies. It is an expectation that this will include:</p> <ul style="list-style-type: none"> ▪ Communicating health and safety expectations with workers and enable participation in training. ▪ Monitoring compliance and ensure the accurate reporting, recording and investigation of workplace incidents. ▪ Supporting the early return to work of employees following injury or illness. ▪ Upholding health and safety standards in the workplace and foster active worker participation in health and safety. <p>Everyone is required to:</p> <ul style="list-style-type: none"> ▪ Take reasonable care for their own health, safety and wellbeing. ▪ Take reasonable care that they do not adversely affect the health, safety and wellbeing of other people. ▪ Co-operate with any reasonable workplace policy or procedure that has been communicated including prompt reporting of health and safety incidents. ▪ Comply with any reasonable instruction that is given by the Commission to allow it to meet with its health and safety obligations.
Travel	<ul style="list-style-type: none"> ▪ Travel will be required for this role.

Qualifications and experience

Qualifications	<ul style="list-style-type: none"> ▪ A tertiary qualification in ICT or Information Management.
Experience and knowledge	<p>Strong demonstrable knowledge of and experience in:</p> <ul style="list-style-type: none"> ▪ The role of the public service, the machinery of government and the independent role of a Royal Commission. ▪ All aspects of communications including written, oral and relationship management. ▪ Demonstrated understanding of and experience working in accordance with the Te Tiriti o Waitangi and its principles ▪ 10 years working at a Senior level in ICT or Information technology. ▪ Experience scoping and managing large scale or complicated IT implementations.
Variations to Duties	<ul style="list-style-type: none"> ▪ Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended in consultation with the employee by addition, deletion or alteration as required to adapt to changing conditions.
Inclusion and Diversity	<p>The Commission welcomes and celebrates diversity and seeks to provide equal opportunities for all people including Māori, Pacific People, LGBTITQA+, and disabled communities to participate in the work of the Commission.</p> <p>Your work life balance is important to us. We acknowledge that non-standard working practices can often be a preferable way for people to work to help them maintain a healthy work life balance. We will proactively work with you to make your flexible working arrangement work where possible</p>

Key relationships

Internal <ul style="list-style-type: none"> ▪ Senior Managers ▪ Other Royal Commission employees ▪ Internal Clients 	External <ul style="list-style-type: none"> ▪ Statutory bodies and other agencies associated with the Department ▪ Department of Internal Affairs ▪ Vendors that provide services to the Royal Commission
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Last reviewed
APPROVED AED-BUSINESS SUPPORT 10/01/2022

December 2021