



Tōpūtanga Tapuhi Kaitiaki o Aotearoa NEW ZEALAND NURSES ORGANISATION

Position: Information Services Manager

Location: Wellington

Tōpūtanga Tapuhi Kaitiaki o Aotearoa: The New Zealand Nurses Organisation (NZNO), is the union for nurses and other healthcare workers. Our job and responsibility is to represent more than 63,000 nurses, midwives, students, kaimahi hauora, and health workers in Aotearoa/New Zealand. We represent the interests of nurses on professional and employment related matters. We are affiliated to the International Council of Nurses (ICN) and the New Zealand Council of Trade Unions (NZCTU). NZNO embraces Te Tiriti o Waitangi and works to improve the health status of all people of Aotearoa/New Zealand through participation in health and social policy development.

Position Purpose

To lead NZNO's information services, records management, and privacy compliance functions, ensuring alignment with Te Tiriti o Waitangi, Māori data sovereignty principles, and best practice standards.

This role safeguards NZNO's information as a taonga, embedding tikanga Māori in handling data and supporting equitable outcomes for Māori .

Key Responsibilities

Key responsibilities	Performance expectations
Information & Document Management	<ul style="list-style-type: none">• Develop and maintain filing systems that are accurate, secure, and culturally responsive, ensuring equitable access for Māori and all communities.• Develop and implement policies for records and information management.• Ensure appropriate care and auditing of NZNO memorabilia and taonga collections
SharePoint Management and Education	<ul style="list-style-type: none">• Administer and optimise SharePoint sites to support collaboration and knowledge sharing in ways that respect Māori data sovereignty.• Oversee e-records and systems, ensuring integrity, accessibility, and compliance with retention schedules.
Library Services Leadership	<ul style="list-style-type: none">• Lead library services that provide equitable access to evidence-based resources, including Māori health and cultural knowledge.• Manage metadata, taxonomy, and cataloguing for NZNO collections.

	<ul style="list-style-type: none"> Oversee physical records systems, ensuring integrity, accessibility, and compliance with retention schedules.
Privacy Officer Responsibilities	<ul style="list-style-type: none"> Act as Privacy Officer, ensuring compliance with the Privacy Act 2020, Health Information Privacy Code, and Māori data sovereignty principles. Respond to privacy inquiries and complaints; liaise with the Privacy Commissioner. Advise on privacy impacts of organisational changes and new initiatives. Maintain copyright compliance and provide guidance to staff.
Governance & Compliance	<ul style="list-style-type: none"> Maintain policies that integrate Te Tiriti principles, equity, and Māori values alongside legal requirements.
Leadership & Collaboration	<ul style="list-style-type: none"> Model partnership and respect for Māori values in team leadership and foster a workplace culture that reflects manaakitanga, whanaungatanga, and kotahitanga.
Te Ao Māori Integration	<ul style="list-style-type: none"> Embed Te Tiriti principles in all policies and practices. Apply tikanga Māori in handling Māori health data and taonga. Support cultural competence across NZNO through training and guidance. Incorporate Te Reo Māori in relevant communications and documentation. Communicates respectfully and builds strong relationships with Māori and all communities. Promotes diversity, inclusion, and cultural safety across the organization.
Staff Training & Education	<ul style="list-style-type: none"> Deliver training on records management, privacy. Develop resources and guidelines that reflect bicultural perspectives. Provide induction sessions for new staff on e-records and privacy protocols.
Financial	<ul style="list-style-type: none"> Library / records budgets and privacy compliance expenditure

Relationship Management	<ul style="list-style-type: none"> • Build strong internal and external networks, including Māori health organisations, libraries, and professional associations. • Maintain partnerships with Te Rūnanga and other Māori stakeholders.
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Key Relationships

Reports to:	Director of Nursing & Professional Services
Internal NZNO relationships:	Professional Services Team Senior Leadership Team Staff
External Relationships:	Privacy Commissioner National Library Māori health organisations NZNO members Professional library networks

Role-Specific / Technical Capabilities

Technical	<ul style="list-style-type: none"> • Relevant tertiary qualification in information management, library science, or related field. • Experience in records management and privacy compliance. • Knowledge of Māori data sovereignty principles and bicultural frameworks. • Advanced Microsoft Office and document management systems skills.
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Core NZNO Competencies

Ethics, integrity, and values	<p>Supports NZNO vision and values, understands organisational structures to complete assigned tasks or projects, plans and organises work in an efficient manner, has values aligned with the organisation and acts accordingly, personally and consistently demonstrates 'right' behaviour, actions are unbiased and consistent.</p>
Cultural	<p>Being cognisant of the culture base of people in your service area, awareness of cultural safety and knowledge (understanding tikanga Māori, Te Reo Māori) being aware of ethnicity, valuing diversity and being aware of how culture influences behaviour</p>
Member focus	<p>Ably discovers, understands, and meets needs of members, gives customers priority and responds quickly to member concerns, build positive member relationships, does not let internal organisational issues or personal feelings to interfere with member service.</p>
Communication and teamwork	<p>Relates well to people verbally and in written form, build rapport with all levels inside the organisation, listens well, works collaboratively with others, and is organisationally sensitive, handles conflict while preserving rapport, works well with a diverse workforce, ability to understand and adhere to good file and record management practices.</p>
Problem solving & Planning and organising work	<p>Able to define problems and find causes, devises workable solutions, demonstrates the ability to work within timelines and organisational structures to complete assigned tasks or projects, plans and organise works in an efficient manner.</p>
Results orientation	<p>Exhibits commitment to goals and constantly delivers results, demonstrates personal initiative and independent motivation to achieve goals and objectives.</p>



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These values capture the intention of NZNO staff to model union and professional principals of working co-operatively towards shared goals

NZNO staff refers to both management and non-management staff of NZNO

Teamwork

- ✓ We value diversity in our staff and recognize each other's strengths
- ✓ We ask for and provide support to each other including to meet work deadlines
- ✓ We identify, acknowledge, and celebrate achievements
- ✓ All staff are equally important to the success of NZNO
- ✓ We take and create opportunities to contribute to timely and informed decision making.

Professionalism

- ✓ We reflect on the Treaty of Waitangi implications of our work
- ✓ We reflect on the gender implications of our work
- ✓ Communication is timely and constructive with solutions offered with concerns that are raised
- ✓ We take and create opportunities to develop skills and competencies for ourselves and others
- ✓ We treat others with courtesy.
- ✓ We work to plans that enable us to achieve priority work within paid hours
- ✓ We come prepared to meetings and use the time constructively

Accountability

- ✓ We test our actions by asking "what would members think"
- ✓ We take and create opportunities to strengthen the participation of members within the organisation and on behalf of the organisation
- ✓ We use our resources, including others' time, wisely and efficiently
- ✓ We take responsibility for our actions and decisions

Safety

- ✓ We treat each other with respect, consideration, sensitivity, and fairness
- ✓ We commit to making a safe environment
- ✓ All staff are supported to take regular leave
- ✓ Workloads and goals shall be achievable and measurable
- ✓ We share our experience within a learning environment