

Position Description

Position Title

Business and Technology Solutions Team Leader

Location

Rangiora Service Centre – 6 Durham Street

Contract Type

Permanent

Date

August 2026



Department

Finance & Business Support



Unit

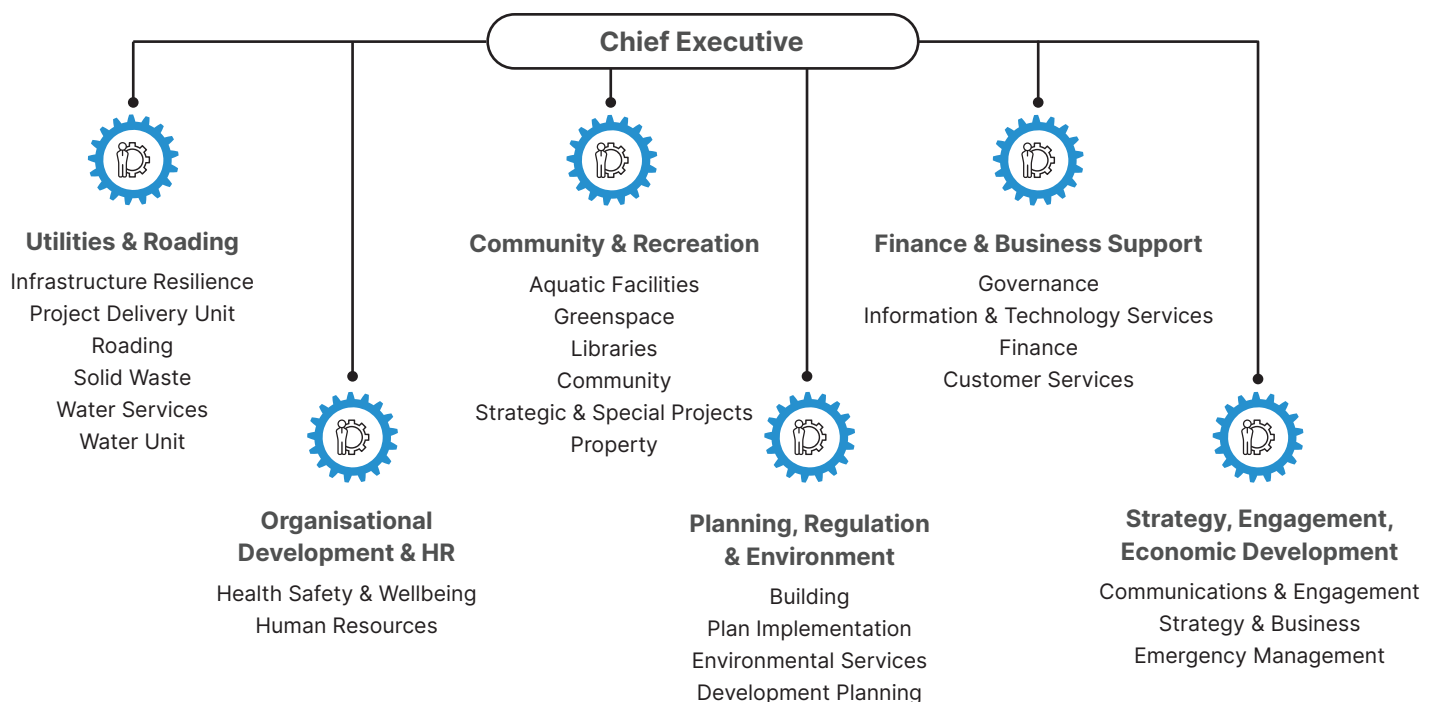
Information & Technology Services



Team

Business & Technology Solutions

Organisation Context



Tā mātou mauri

Our principles

Our purpose

To make Waimakariri a great place to be, in partnership with our communities.

Our vision

We are a respectful, progressive team delivering value for our customers.

Our values

We will...

Act with integrity, honesty and trust

Keep you informed

Do better every day

Take responsibility

Work with you and each other

Our customer promise

We will be professional, approachable and solutions-focused.

Position Details

Purpose of Position

To provide leadership and support to the Business and Technology Solutions (BATS) Team. This includes operational and strategic planning with regards to activities and financial forecasting and monitoring.

To lead, mentor and support the team in administration and development, ERP support, e-services, integration design, and Business Intelligence.

To lead the provision of business analysis, solution support and administration capabilities, as well as leading the development and management of Business Intelligence and reporting across all areas of the business.

To provide technical leadership in the adoption of effective technology solutions across the organisation that align with the Digital Transformation Strategy and Organisational Development Priorities.

Key Relationships

Responsible to

Chief Information Officer (CIO)

Responsible for

BATS Team

Internal

- Manager, Finance and Business Support
- Chief Information Officer (CIO)
- Other Information and Technology Services teams
- All other Council staff

External

- Councillors and Mayor
- Customers / Ratepayers
- Contractors, Consultants, Vendors and Suppliers
- Other Councils (Regional and Local)
- External organisations (e.g. ALGIM)

Is there an approved delegated authority for this role? ☒ Yes ☐ No

If yes, state limit for role \$: 5,000

If yes, is this role responsible for that budget? ☐ Yes ☒ No

Vetting Requirement (contact HR for further advice as required)

Under the NZ Police vetting criteria, thorough vetting is required to safeguard communities by assessing the backgrounds of individuals who work with vulnerable populations.

This role provides care/protection/education/training to vulnerable members of society such as children, young people, elderly and/or disabled. ☐ Yes ☒ No

If yes, does this role fall under the Children's Act 2014? ☐ Yes ☐ No

If yes, this position has been identified as:

Vetting under the Children's Act 2014 is necessary to ensure the safety and well-being of children by thoroughly assessing individuals who work with them.

Key Result Areas

KPI (area of responsibility)

Provide leadership and effective management of the BATS team to motivate, instill a service ethic, culture of professionalism and provide an environment to foster collaboration, new ideas, solutions and technical innovation.

Lead, manage and co-ordinate the delivery of new technology solutions and changes to existing technology solutions, ensuring the continuity of existing IT services, and that they are aligned with the Digital Transformation Strategy (DTS).
To identify and manage work that needs to be prioritised around the needs of the business

Identify risks, ensure staff comply with WDC security and access management standards, policies and processes and that effective system and data security for the application environments is maintained.

To ensure the Council's data is adequately secured, data integrity is maintained and information is used appropriately.

To ensure staff apply all security and access management standards, policies and processes and that system and data security for the computing environments is maintained.

To ensure the Council's database systems are adequately secured, data integrity is maintained and information is used appropriately.

Lead and manage the continuous improvement of the WDC Business Intelligence environment. Facilitate the consolidation of data from disparate systems and to then provide analysis and reporting functionality from multiple data angles, enabling greater detail for planning and more informed decision making.

Measure (successful when)

Performance appraisal and development is maintained.
Timely coaching support is provided to maintain effectively performing staff.
Regular Teams meetings and daily communication with peers.
Staff are regularly contributing new and innovative ideas to address business challenges

Technology solutions operate as per agreed performance targets (SLA).
Change Management practices are enforced and adhered to.
All services are proactively monitored.
New solutions are delivered on time and to budget with regards to the technological component.

Application and data security is configured as per best practice.

Mitigation of risk of data breaches.

Risk are identified and managed through mitigation actions to minimise impact.

System and data security is configured as per best practice.

Mitigations are in place to minimise the risk of data loss and data breaches.

Ensure that reporting can help highlight data inaccuracies to the business so they can be corrected.
Assists council decision making by providing timely, relevant and accurate information.

Key Result Areas Continued

KPI (area of responsibility)

Develop and maintain effective working relationships with people at all levels throughout council.

Establish and maintain professional relationships with external stakeholders

Provide Technical Leadership in the development of new systems and the improvement of existing systems. This entails both hands on project management and the oversight of team members involved in projects.

To identify risks associated with technology solutions and ensure Council's ITS business continuity and disaster recovery (DR) plans are documented and maintained.

Contribute to the Digital Transformation Strategy, technically evaluate proposed solutions presented in business cases and ensure that those that are accepted are included in the roadmap.

Maintain own, and ensure Unit Staffs', readiness and availability to assist in managing Information and Communications Technology issues associated with Civil Defence emergencies. When negotiated with you, provide this service to another Council that needs CDEM assistance. Assist with other Logistics Team tasks within the Emergency Operations Centre, as and when required.

Measure (successful when)

Positive stakeholder feedback.

Projects identified in the DTS are delivered on-time and within budget.

'Fit for purpose' solutions are provided.

Assist with the development of business cases to support investment decisions.

Risks are regularly assessed, actively managed and minimised, and reported on.

New risks identified, logged and managed to minimise impact.

Ensure DR and Business Continuity plans are up-to-date and are regularly tested

Prompt, professional advice and reporting, when requested or necessary, which is fit for purpose and up to date and reflect current and future technologies available.

Appropriately trained and briefed staff are available in the case of Civil Defence emergencies.

Information and Communications Technology services are provided in a responsive and professional manner to the satisfaction of the CDEM Controller.

Person Specification

Education/Qualifications

Minimum requirement for the role:

Graduate Dip Level 7, General Deg OR equiv level of knowledge

Specifications and/or further information:

A relevant Information or Computer Science tertiary qualification is required as well as 5 or more years relevant work experience, or at least 8 years experience in a similar role, preferably within a local government. Management or leadership training would be beneficial, however a development programme being pursued is acceptable

Knowledge/Experience

Minimum requirement for the role:

5-6 years

Needs to draw on relevant longer-term experience specific to the job and work demands, acquired over time.

Further information:

Attributes

Focused on continuous improvement, works with a solutions-focused mindset and ensures activities are delivered to a good standard and within agreed timeframes.

Accepts responsibility and is accountable for actions.

Works pro-actively with others.

Takes an organisation wide perspective.

Shares best practice and learnings across own team / organisation.

Persuasively presents and engages with decision makers and stakeholders.

Can motivate staff to perform their daily activities in an engaging and effective manner.

Skills

Well rounded research and analytical skills with the ability to concisely formalise and present results in both written and oral form.

Effective time management and organisation skills with the ability to balance competing demands and negotiate realistic deadlines.

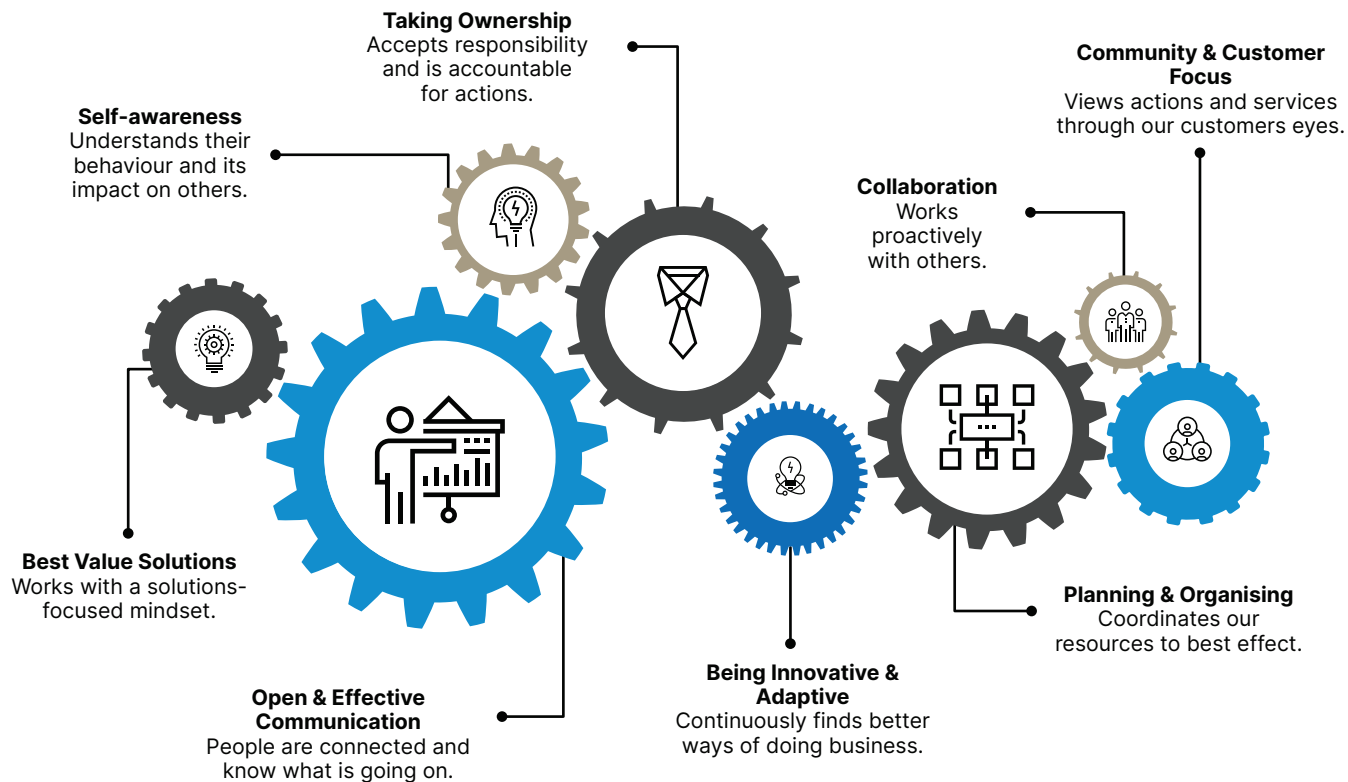
The ability to work under pressure ensuring constant consultation with stakeholders.

Good report writing skills.

Team leadership skills to organise, coach and mentor staff to ensure achievement of team and/or project objectives.

Ability to think strategically about the future development of the organisation and develop relevant objectives

Core Competencies



Key Requirements for all Council Staff

- ✓ Embrace principles contained in Tā Mātou Mauri, model the Council's values and continuously seek self-improvement regarding our core competencies.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in disaster recovery and business continuity planning.
- ✓ Take reasonable care for the health and safety of yourself and others at the WDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council's corporate business and information systems according to information management policies and procedures.
- ✓ Ensure that proper account of tikanga Māori and the Treaty of Waitangi is taken in all activities.
- ✓ Maintain an effective partnership with mana whenua as provided for in our agreements and understandings between Council and Te Ngāi Tūāhuriri Rūnanga.

Amendments to Position Description

From time to time it may be necessary to consider changes in the Position Description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Position Description approved by

Andy Keiller

Date

17/08/2026