

UNIVERSITY OF OTAGO
Te Whare Wananga o Otago

JOB DESCRIPTION

JOB TITLE: Knowledge and Information Analyst
DEPARTMENT: Corporate Records Services
DIVISION: Vice-Chancellor's Division

PRIME FUNCTION

The Knowledge and Information Analyst will be part of a small team working on the development, promotion and implementation of the university's Electronic Document and Records Management System (EDRMS). The purpose of this role is to support the Head, Corporate Records Services (as the EDRMS Project Manager) in managing the programme of the work associated with the roll out of the organisation's EDRMS Project.

MAIN OBJECTIVES

- To aid in the development, promotion and implementation of the EDRMS Project across the organisation.
- To assist with the monitoring, reporting and reviewing of the EDRMS Project, or defined sections of the Project, as may be required.
- To deputise for the Project Manager in times of absence and to at times take prime responsibility for defined segments of the project.
- To act as a point of liaison between key client groups, Information Technology Services (ITS), the implementation partner, and other consultants as may be required to support the project initiatives.

KEY TASKS

To aid in the development, promotion and implementation of the EDRMS Project across the organisation.

- Meeting with key client groups to identify their document and records management needs and to capture their team specific requirements so as to confirm their 'fit' with both the approach and the proposed solution.
- Actively participating in the development of aspects of the solution design through consultation activities as described above.
- Organising, developing and facilitating aspects of the project management processes.
- Assisting with the internal Project Management of the EDRMS programme of work.
- Supporting key client groups in successfully adopting and securing acceptance of the system.
- Assisting in the development of communications, training material, presentations and other promotion material related to the EDRMS Project.

To assist with the monitoring, reporting and reviewing of the EDRMS Project, or defined sections of the project, as may be required.

- Keeping accurate records of work planned, in progress and completed.
- Monitoring progress in areas of responsibility and ensuring deadlines are met.
- Taking appropriate follow-up action to ensure defined sections of the project are on task and on track.

To deputise for the Project Manager in times of absence and to at times take prime responsibility for defined segments of the project.

- Performing specified project work as might be agreed.
- Dealing with external vendors and consultants as may be required.
- Ensuring Project Manager is aware of relevant issues.
- Assisting with the preparation of reports to the Enterprise Document and Records Management Committee (EDRMC), and to Project Sponsors and/or Owners as may be required.
- Managing the implementation phase of particular sections of the project.

To act as a point of liaison between key client groups, Information Technology Services (ITS), the implementation partner, and other consultants as may be required to support the project initiatives.

- Facilitating effective communication and co-operation by maintaining professional and collegial relationships between key client groups and stakeholders both within the organisation and external vendors and consultants.
- Co-ordinating project implementation tasks assigned to the key client groups within the organisation.
- Attending key meetings in support of the project initiatives.
- Supporting partnerships by providing assistance to project planning, co-ordination activities, monitoring and reporting within a collaborative project environment.
- Liaising and networking with these groups, and the wider organisation, to help identify and recruit participants.

RELATIONSHIPS

Directly responsible to:	Head, Corporate Records Services
Supervision of:	N/A
Allocate tasks to:	Project team members (when acting as a Project Manager)
Functional relationships with:	Corporate Records Services staff Divisional/School/Departmental staff Information Technology Services Division (External) Implementation Partner Staff of other institutions

BUDGETARY RESPONSIBILITIES

Assistance to the Head, Corporate Records Services, in recording and monitoring expenditure against the approved budget for the project.

EXPECTED OUTCOMES

- Growing positive reputation for the EDRMS Project team as delivering excellent service.
- Effective and professional liaison with functionally related staff, stakeholders and the business community.
- Development and maintenance of positive engagement of key stakeholders (groups and individuals).
- Regular reporting (written and oral) to the EDRMS Project Manager.
- Key tasks completed on schedule and to a high standard.
- Project administration and record keeping efficiently carried out.

PERSON SPECIFICATION

Qualifications

- A postgraduate qualification in a relevant information management discipline is desirable.

Knowledge and Experience

- Demonstrated experience of working proactively with clients to deliver services and solutions that meet their needs.
- Proven track record of working successfully in a client service role, including identifying and solving problems.
- Sound experience at developing and maintaining client relationships, particularly with senior staff.
- Excellent communication skills (written and oral) with experience in adapting content, style, tone and medium of communication to suit the target audience's language and level of understanding. This includes with group presentations.
- Strong level of experience in writing and editing documents, i.e.: web content, blogs, FAQs, procedures, guidelines and information sheets.
- Sound information management experience in a public sector context, including have a good understanding of records management principles and practices.
- Background in successful project management.

Attributes and Abilities

- A professional, accountable, pro-active approach.
- High standard of written, oral and presentation skills for effective communication.
- Ability to work independently and in a team, with mature interpersonal skills and motivation.
- Excellent organisational skills, such as time management, multi-tasking and prioritising.
- Ability to comfortably work in a changing environment, in a flexible manner.
- Acceptance of responsibility for own work activities, behaviour and personal development.
- An understanding of and empathy with the academic culture of the University.
- Ability to maintain strict confidentiality.