Team Leader: Document Management Centre (PIB)

Position Details

Reports to: Standards Manager (PIB)

Location: Police Infringement Bureau

District/Service Centre: N/A

Shift work/Non shift work: Non shift work

Group: National Operations

Remuneration range: Band C

PHPF Level Purpose: Team Leader/Manager

Employee Type: Police Employee

Direct reports: Up to 11 PIB Administration Clerk (Band A)

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

Purpose

The purpose of the National Operations Group is to enable and deliver Our Business through coordinated national services.

To support the delivery of these outcomes the Team Leader: Document Management Centre (PIB) will supervise the Document Management Centre (DMC) Section of the Police Infringement Bureau and oversee the daily operations for collection and distribution of mail, document management, scanning preparations and administrative support responsibilities of the team in relation to processing infringement and offence notices for Police.

The purpose of leadership in this role is to lead the activities for Our Business and enable our people to deliver them.

Accountabilities

1. Look After Our People

- Understand the hazards faced by the team and enable them to eliminate or minimise the associated risk.
- Ensure all team accidents, incidents and near misses re reported, investigated and endorsed in MyPolice.
- Proactively manage employee return to work programmes where required.
- Actively encourage and enable Wellness and Safety initiatives and training.

2. Service Delivery

Contributes to the effective management of the Police Infringement Bureau by overseeing service delivery of the team in the areas of:

- Document management.

- Collection, preparation and distribution of mail.
- Document scanning preparation.
- Safety Camera photograph requests.
- Police Infringement History Report requests.

Document Management - oversees the daily operations of the team ensuring robust procedures and guidelines are in place and adherence by the team in every aspect:

- Provision of a high quality, timely service to the PIB relating to efficient collection, storage and distribution of mail and Police documents.
- Receives, collects, opens, sorts and distributes mail.
- Responsible for the correct assessment of every document, identify the appropriate processing requirements and action accordingly.
- Ensures the appropriate action is taken with regard to receipt of cheques and cash payments and appropriately endorses and processes in accordance with financial requirements.
- Prepares and sorts documents for scanning by accurately recording the notice number on all papers.
- Manages the service level agreements and reporting processes regarding issues with scanning and photograph contractors.
- Maintains and oversees the proper handling of Driver Licences received, including safe storage, withholding, releasing or forwarding to NZTA.
- Oversees the correct procedures and billing of mail and preparations for courier.
- Maintains organised filing systems for scanned documents, other documents and archive filing.
- Culling of documents using the appropriate document destruction practices.
- Retrieval of files and documents on request and maintains document transit records.
- Manages the secure and organised storage of Safety Camera photographs, film and DVD.

Administrative Support - contributes to the effective running of the Police Infringement Bureau, ensures robust procedures are in place and adherence by the DMC team in every aspect:

- Oversees the correct procedures for processing requests from members of the public and government agencies for Police Infringement History Requests.
- Oversees the correct procedures for processing Safety Camera photograph requests.
- Verifying accurate information to be released and correcting spreadsheet records for any discrepancies detected.
- Identifies usable information (e.g. a 'tif' image number) for searching and locating hard copy documents that have been scanned.
- Locates information from Police systems to identify adequate information to enable unidentified correspondence to be processed (so it can be scanned or ability to contact the writer for more information).
- Maintains an efficient and up to date recording system of Daily Scanning totals and Photograph totals.
- Checks scanning invoices and photographic contractors invoices for accurate volumes recorded, correct items are billed for and advises discrepancies or validates information for payment.
- Monitors and takes appropriate action to retrieve correspondence from the Shared Mailbox (email) to be prepared for scanning to the Police file.

- Manages team workflow via the Shared Mailbox (email) ensuring all requests are responded to within agreed timeframes.
- Uses Police computer systems to process Safety Camera photograph requests, monitor the handling of wet films and photo boxes and DVD disc for digital photographs and Red Light camera photographs.
- Records, retrieves and updates computer records and Police files accurately.

3. General Management

Responsible for effective and efficient daily operations of the team:

- Manages escalated enquiries specific to the team and carries out any applicable investigation or analysis as required.
- Confidently addresses complaints, escalated issues, errors and problems of the team and maintains oversight through to resolution.
- Shows flexibility in approach and has the ability to deviate from standards and guidelines to decision the best outcome and offers workable solutions in their area of expertise.
- Escalates issues appropriately and keeps the Manager informed.
- Confidently communicates complex issues/procedures/requirements in a way that is understood by others.
- Participates in identifying underlying causes of problems (symptoms, causes and effects) and deals with issues in consultation with the Manager.
- Carries out regular review of processes, contributes to project initiatives and identifies and makes recommendations for improvement and implements into the workgroup.
- Creates desk files and processing guidelines, and ensures they are maintained, updated as needed and adhered to by the team.
- Leads by example and ensures that a high level of customer focus and customer service is provided by the team.
- Ensures all communications between the team and members of the public and other internal/external groups are professional and of a high standard complying with the standards set for the Police Infringement Bureau.
- Ensures that only appropriate information is released and applicable information is withheld in accordance with the Official Information Act and Privacy Act.
- Confidently navigates all IT systems applicable to the work requirements of the team and trains team in the appropriate use.
- Police files and records are appropriately accessed, information is accurately updated or modified, correct action is taken in respect of the notice and all other administrative support requirements of the team are carried out.
- Can competently perform all administrative tasks required of the team and is proactive in undertaking the administrative duties as needed.

4. Team Management

Supervises own team in accordance with good employer principles:

- Provides leadership, guidance, mentoring and encouragement for the team.
- Ensures team is motivated and trained to accurately perform all duties required of them. Conducts training and coaching sessions as needed.
- Closely monitors the work of the team, manages workflow and backlogs by prioritising and allocating staff resource to ensure the activities/services of the team are completed within appropriate timeframes.
- Closely monitors the work output of the team and ensures procedural and quality assurance responsibilities are carried out in accordance with the standards for the Section and the Police Infringement Bureau.

- Ensures that team performance is effective and efficient and that performance measures are attained.
- Sets, monitors and addresses staff performance and development needs and issues and supports the team in their achievement of these. Carries out regular performance discussions and performance appraisal meetings.
- Provides routine reports and other reports as required on the work achievements of the section or staff or other matters of interest to the section Manager.
- Works effectively as a member of the team, contributes in a positive manner and uses interpersonal skills effectively in group and individual situations.
- Ensures Occupational Safety and Health and Equal Employment policy requirements are met, promotes a safe and healthy working environment and contributes to issue resolution processes.
- Contributes to the effective management of matters affecting staff conduct including morale, working conditions, disciplinary, disputes and personal grievances.

5. Relationship Management

Develops and maintains liaison with all areas of personnel impacting upon their position:

- Internal: All members of the Police Infringement Bureau, Human Resources Group, Road Policing Group, Police IT Group, Police Districts.
- External: Couriers, NZ Post, Government contracted bank, scanning contractor.

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position.

Pre-Employment Checks

- A Children's Worker security check is not required.