

Principal Evidence Management

Team:	Forensic Services -Operations
Reports to:	Manager Forensic Services
Direct reports:	Two e-Discovery Analysts and Evidence Management Coordinator/s
Indirect reports:	None
Delegations:	Financial Authority, Human Resources Authority – refer delegation policies
NZSIS Clearance:	Confidential, if required
Location:	Auckland or Wellington
Travel:	Auckland or Wellington regularly. Other travel may be required.

Being a Public Servant

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of public service in our work.

Position purpose of the Principal Evidence Management

The Principal Evidence Management role: provides strategic, operational and people leadership for the SFO's Evidence Management function, ensuring high-quality information management and e-Discovery services that support investigations and prosecutions.

- leads and develops the Evidence Management Team, building capability and fostering a culture of accountability, collaboration, innovation and continuous improvement.
- oversees the management of information throughout its lifecycle and acts as the operational lead for RelativityOne and related systems, ensuring effective governance, risk management, performance and compliance.
- works closely with operational and specialist teams, provides expert advice, and leads improvements to systems, processes and emerging technology, including giving evidence about the SFO's information-handling practices when required.

What we do matters – Our purpose

The Serious Fraud Office (SFO) is a highly specialised government department whose purpose is to protect New Zealand's financial and economic wellbeing. We do this through our mission of disrupting and deterring serious or complex fraud through prevention, investigation, and prosecution.

How we do things – Our Values

Integrity First Ngākau tapatahi	We do what's right, with independence, fairness and courage
Sharp on Purpose Kōpere	We act with clarity and intent, focusing our energy on what matters most
Stronger Together He waka eke noa	We back each other, share ideas and work as one team

What you will do to contribute	As a result, we will see
Leadership and Team Development • Provide senior technical, operational and people leadership for information management and e-Discovery services across the SFO. • Translate organisational, investigation and prosecution priorities into clear operational priorities for the Evidence Management Team. • Provide timely advice and solution-based strategies to the Manager Forensic Services on workload, capability, risks, costs, system performance and emerging issues. • Lead and model a culture of performance excellence, accountability, professional curiosity and continuous learning across the Evidence Management Team. • Establish clear performance expectations and provide regular coaching, feedback and development support to direct reports. • Contribute to strategic planning for future information management capability, systems, workforce and service requirements. • Build advanced capability in information management, e-Discovery, RelativityOne, disclosure support and litigation support processes. • Identify technical and professional capability gaps and establish structured development plans. • Develop succession pathways and reduce dependence on individual staff members for critical knowledge and services.	• Clear and effective leadership of the Evidence Management function. • Information management priorities aligned with investigation and prosecution requirements. • Timely escalation and resolution of operational issues. • Greater organisational confidence in information management services, systems and controls. • A capable, engaged and increasingly self-sustaining Evidence Management Team. • Regular and meaningful performance and development discussions. • Improved technical capability and professional confidence within the team. • Critical knowledge documented, shared and retained.
Evidence Management service delivery • Undertakes and oversees information management activities throughout the information lifecycle, including receipt, processing, review, disclosure, • Establish and maintain service standards covering timeliness, accuracy, quality, risk awareness and customer service. • Ensure information management work is appropriately prioritised and completed within agreed timeframes. • Work with operational teams to understand case requirements, anticipate evidence and disclosure pressures and align services with key milestones. • Ensure evidence is handled and managed in a manner that protects its integrity, security, accessibility and evidential value. • Establish and administer privilege protocols and review workflows, including the segregation of potentially	• Consistent, timely and high-quality information management services which supports investigation and prosecution strategies. • Clear priorities, responsibilities and timeframes. • Early identification of information management and disclosure issues. • Effective support to investigation and prosecution teams. • Information that remains secure, traceable, accessible and defensible throughout its lifecycle. • Privileged and sensitive material is managed in accordance with approved protocols. • Improved visibility and management of information management and RelativityOne costs.

What you will do to contribute	As a result, we will see
privileged material, access controls and the controlled release of information. • Ensures legal and organisational requirements are met with regard to archiving, deletion and destruction of information. • Be available to provide evidence to the Court on the SFO's information handling processes if required. • Monitor data volumes, storage growth, case costs, licensing and other material cost drivers. • Support the Manager Forensic Services to plan for significant changes in data volumes and costs.	
Platform Governance and Risk • Act as the operational owner for RelativityOne and provide oversight of related information management systems, including ServiceNow, used to record, transfer, process or manage information. • Ensure platforms are securely configured, effectively administered and used consistently to support investigations, prosecutions, review and disclosure. • Monitor platform performance, permissions, workflows, applications, templates, system controls and service continuity. • Identify and address configuration drift, inconsistent practices, inefficient workflows and unclear system ownership. • Identify, assess and manage risks relating to information handling, disclosure, data management, system access, platform configuration and service delivery. • Ensure identified risks and audit findings are documented, escalated and followed through to resolution. • Maintain and improve procedures, guidance, templates and operational standards to support consistent and defensible information management practices. • Work with ICT, vendors and other specialists to resolve technical issues and implement appropriate platform improvements. • Monitor relevant legal, regulatory, industry and technology developments and assess their implications for SFO practices.	• Clear ownership and accountability for RelativityOne and related systems. • Reliable, secure and well-governed information management platforms. • Consistent and effective use of RelativityOne across the organisation. • Reduced configuration drift and fewer inefficient or inconsistent practices. • Platform changes that are controlled, documented, and aligned with operational needs. • Risks identified early and managed effectively. • Stronger assurance that procedures and system controls are operating as intended. • Information management practice that remains current, proportionate and defensible.
Relationship management • Develop and maintain effective working relationships with investigation teams, prosecution teams, the	• Effective and trusted relationships with internal and external stakeholders.

What you will do to contribute	As a result, we will see
Electronic Forensic Unit, ICT, Legal and Corporate and other internal stakeholders. • Develop professional relationships with other government agencies, legal service providers, e-Discovery professionals, technology vendors and relevant industry groups. • Represent the SFO in information management and e-Discovery forums where appropriate. • Maintain awareness of developments in information management, litigation support, e-Discovery and forensic technology.	• Better integration between Evidence Management, the Electronic Forensic Unit, • investigations and prosecutions. • Evidence Management services that are closely connected to operational outcomes.

Who you will work with to get the job done	
Internal	Manager Forensic Services
	Evidence Management Team
	Senior Leadership Team (SLT)
	Wider Operations Team
	Legal and Corporate Team
External	Panel Counsel and other legal service providers
	Other government agencies and law enforcement partners
	Relativity and other technology vendors
	e-Discovery, litigation support and forensic technology professionals
	Consultants and specialist service providers
	Relevant professional and industry bodies

Your delegations	
Financial Delegations	In accordance with approved delegations
Direct Reports	Evidence Management Team staff, including e-Discovery Analyst and Evidence Management Coordinator

Your competency profile	What you will bring specifically
Keys to success: • Builds effective teams • Cultivate innovation • Collaborates effectively • Communicates with influence • Drives engagement plans and aligns • Drives continuous improvement • Ensures accountability • Manages complexity	Experience: • In information management, e-Discovery, litigation support, forensic technology, legal operations or a closely related field. • Demonstrating leadership and people management experience. • Supporting complex investigations, litigation, regulatory activity or prosecutions. • Significant practical experience using and administering e-Discovery platforms, preferably RelativityOne. • Developing or improving information management and e-Discovery workflows. • Providing senior advice on evidence, disclosure, document review or litigation support matters. • Delivering training, coaching and technical development.

Your competency profile	What you will bring specifically
	• Leading projects, process improvements or technology implementations. • Monitoring operational performance, data volumes, service costs or financial forecasts. • Working within a law enforcement, regulatory, public sector or legal environment is preferred. Skills: • Advanced knowledge of information and evidence management and the electronic discovery lifecycle. • Strong knowledge of RelativityOne administration, workflows, security, processing, review and production functionality. • Understanding of disclosure requirements and the management of electronic information in investigations and prosecutions. • Ability to identify and manage evidence, data system, workflow and service delivery risks. • Strong analytical, problem-solving and decision-making skills. • Ability to translate operational and legal requirements into effective technical workflows. • Strong quality assurance, auditing and process documentation skills. • Financial awareness and the ability to interpret storage, usage, cost and forecasting information. • Strong project management and continuous improvement capability. • Ability to build team capability through effective coaching, mentoring, knowledge sharing and targeted professional development. • Ability to build effective working relationships and communicate complex technical information to non-technical audiences. • Demonstrated ability to influence stakeholders and manage competing priorities. • Knowledge of relevant criminal, evidential, privacy, information management and public-sector requirements. • A growth mindset. Other requirements: • A relevant professional tertiary or equivalent qualification is desired.