

4 March 2024

W. Thomas
fyi-request-25635-6f3c7791@requests.fyi.org.nz

Dear W. Thomas

Request for information

Thank you for your Official Information Act 1982 (OIA) request of 6 February 2024, in which you asked for information about File Management Support Officers.

- 1. Please provide a detailed list of the specific duties, tasks and processes performed by File Management Support Officers in the year 2018, and a detailed list of the specific duties, tasks and processes performed by File Management Support Officers in 2023/2024. Please provide these lists as an Excel spreadsheet if possible.*

File Management Centres (FMCs) were established across the country from 2009 through to 2012, and the File Management Support Officer (FMSO) position description was created and embedded accordingly. When the FMCs were established, some previously existing duties were retained, meaning that there was some variety between districts in the actual tasks undertaken by FMSOs.

Police does not hold a detailed list of the specific duties, tasks and processes performed by an FMSO in 2018, therefore this part of your request is refused under section 18(g) OIA as the information requested is not held. However, attached is the current Position Description, which remains largely unchanged since 2018. In addition, an FMSO's duties include, amongst other things:

- Ensuring information is attached to file.
- Maintaining internal file audit requirements.
- Ensuring completion and correct filing of all related documentation.

Some of the tasks that were previously undertaken by FMSOs such as station mail, DNA paperwork submission, have been returned to District for reallocation.

In October 2019, the management of the FMCs was changed to a central reporting model under the Police's Service Group. Since then, Police has undertaken a considerable amount of work to streamline tasks and processes as we work towards providing a fully national model across the country. We have also committed to undertaking a review of the position descriptions across FMC and this work is now underway, which we anticipate will rectify any differences.

- 2. Please provide an accurate count of how many File Management Support Officers are currently employed in permanent, full time positions with the New Zealand Police.*

As of 8 February 2024, the number of FMSOs employed by New Zealand Police can be broken down as follows:

Employee Type	Headcount
Casual	29
Fixed Term	2
Permanent Full Time	218
Permanent Part Time	25

- Please provide details of the current remuneration received by File Management Support Officers, specifically the remuneration of your lowest paid File Management Support Officer, and that of your highest paid File Management Support Officer. Please include considerations around long service payments etc, not just salary/band range.*

The gross earnings of current FMSOs for the last 12 months were analysed. Staff who had a part-time period during that time, or a period of leave-without-pay or parental-leave during that time were not included. Staff who held other roles during the last 12 months were also not included in the sample. Fixed-term staff were not included. A fair analysis requires data on staff who spent the whole year working full time in FMSO roles.

Those collated annual gross earnings include not only salary, but also leave payments (which can be paid at higher rates) as well as overtime payments, higher duties payments, public holiday penal rates, short-notice-shift-change penalties, shift incentives and leave balance cashups. Looked at in this way, the range of full-year pre-tax earnings ranged from \$61,060 and \$90,324. The differences are in part attributable to shift incentives, higher duties, overtime and public holiday hours.

- Please confirm how many File Management Support Officers are receiving remuneration at the highest step of the salary band, and how many File Management Support Officers are receiving remuneration above that step due to long service and/or shift incentives.*

Outside of current casual and fixed-term FMSOs, there are 36 permanent salaried staff who are at the top step of their pay band, spanning the part-time and full-time staff shown above.

Looking at the current total remuneration of that gross pay example explained above, around 70 per cent of those 'full year' staff earned more than their band/step remuneration in the last 12 payroll months, due to the effects of shift incentives, overtime payments, cashups, penal rates and higher rate leave payments.

- Please confirm if all File Management Support Officers perform the same duties, tasks and processes regardless of remuneration.*

As per the information supplied in response to question one, there were some instances where duties from prior roles were retained when FMSO roles were created. Although Police has undertaken a considerable amount of work to streamline tasks and processes to contribute to our teams working towards a national model, the duties are not yet fully consistent across the FMSO role.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely



Cathryn Curran-Tietjens
Executive Director – People Services
New Zealand Police

File Management Support Officer

Position Details

Reports to: File Management Centre OC/other as per local requirements

Location: Generic

District/Service Centre: Generic

Shift work/non shift work: Both

Group: Districts

Remuneration range: Band C

PHPF Level Purpose: Individual Contributor

Employee Type: Police Employee

Direct reports: None

Delegated financial authority: N/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 District Operations is to deliver Our Business.

To support District outcomes the File Management Support Officer provides an efficient and effective cohesive case management system for all District files, responds to Official Information Act and Privacy Act requests within required timeframe, manages forensics results for the District and may provide external telephone communication services at District and attend public counters as required.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Service Delivery

- Ensures all relevant information is attached to the files, maintaining internal file audit requirements.
- Enters information onto computerised file management system.
- Ensures completion and correct filing of all related documentation, i.e. separate file attachments, DNA and Fingerprint evidence.
- Completes all NIA transactions, i.e. Docloc, Stats modifications and entries, file minuting, pre-formatted screens, file modifications.

- Disclosure of files as required within the provisions of the Privacy Act and Official Information Act.
- Provides support services for the accurate completion of DNA paperwork.
- Prepares correspondence to insurance companies, victims, Police staff.
- Sets up templates and streamlining work systems on the computer.
- Conducts appropriate telephone enquiries in respect of files being requested for Official Information Act and Privacy Act requests as and when required.
- Deals with routine enquiries from staff regarding files being prepared by File Management Centre.
- Receives all forensic results for District, updates NIA, forwards to appropriate area and follows up on results to ensure actioned. Updates NIA as required.
- May provide external telephone communication services for local District business needs:
- Promptly answers, screens and redirects all telephone calls in a polite and helpful manner.
- Receives and communicates messages.
- Ensures that the standard of response provided meets or exceeds customer requirements and adheres to the performance standards set for telephonists, as defined in the Police Manual (Service Delivery Standards - guidelines for telephone interactions).
- Attendance at public counters as required.
- Provides full typing services to district staff.

3. General management

- Trains staff to ensure that correct documentation is on files.
- Records, updates and retrieves information.
- Trains other File Management Centre staff in the use of computer files

4. Team work

- Works effectively as a member of a team
- Contributes in a positive manner to the setting of goals/standards for the unit or squad.
- Uses interpersonal skills effectively in group and individual situations.
- Interacts with a wide range of clients.
- Builds and maintains effective working relationships.

5. Relationship management

- Maintains liaison and communication with persons and organisations impacting upon their position.
- Police staff within the District
- Immigration, insurance companies, members of the public.

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 (for constabulary employees a current PCT is an indicator of general health).