

POSITION TITLE:	Project Specialist - Document Governance
LOCATION:	Head Office, Tauranga
REPORTS TO:	Marketing Director
TEAM:	Marketing and Communications

At Craigs (CIP) we are focused on helping our clients to achieve their financial goals and grow their wealth. We believe that where a client's financial future is concerned, our people are fundamental to achieving this. Our collective skills, knowledge and commitment means that we can provide the best possible outcomes for our clients.

The purpose of the Marketing and Communications team is to develop the firms external and internal brand, marketing, and communications strategy in line with the strategic ambition of the Craigs business. Delivering successful events are a critical part of delivering exceptional customer experiences and supporting key business objectives.

Reporting to the Marketing Director, the Project Specialist is responsible for progressing the document gathering, review, organisation and governance framework work identified in the TGG Document and Data Governance Change business case. The role will support a more structured approach to document storage, version control, ownership, approvals and ongoing change management across CIP's documents and forms. Working across the business, the role will help to understand current processes, define future requirements and assess fit for purpose solutions for document governance and change management. Key responsibilities include strengthening the document register, confirming ownership and dependencies, developing sustainable governance processes, and partnering with Digital Business to recommend a scalable, practical solution.

WHAT I DO

Work across key document contributors, business owners, SMEs, Marketing, Legal, Compliance, Digital, Operations and other relevant teams to:

1. **Inventory Documentation:** Identify, create, catalogue and maintain a central register of all business documents and forms, including their current locations, access points and relevant business use.
2. **Master File Management:** Identify and record the location of master files, artwork, templates and editable source files so future changes can be made efficiently and with confidence.
3. **Ownership Assignment:** Confirm and document clear business ownership for each document to support accountability, ongoing review and change maintenance.
4. **Dependency Mapping:** Map inter-document dependencies, including disclaimers, legal references, clauses, key terminology, business rules and linked documents, to reduce risk when changes are required.
5. **Format Optimisation:** Identify opportunities to move documents from InDesign or other specialist formats into more practical formats such as Word, where appropriate, to simplify future updates.
6. **Document Optimisation:** Work with subject matter experts to identify redundant, duplicated or overly complex documents and forms that could be consolidated, simplified or retired.

7. **Consistency Review:** Check for inconsistencies in approved wording, disclaimers, references and standard content across documents, and coordinate updates where changes do not require new legal review.
8. **Legal and Compliance Review Coordination:** Work with Legal and Compliance SMEs to identify items requiring specialist review and ensure approved changes are accurately reflected in the register and relevant documents.
9. **Marketing Interface Review:** Review how Marketing interfaces with document management, including document requests, approvals, design or template changes, publication, intranet access, adviser-facing materials and ongoing ownership handover.

As an outcome, this work will provide the basis for:

- **Updated Workflow Creation:** Document current state processes and stakeholder requirements and establish a practical workflow for document creation, review, approval, version control, storage, update and distribution based on agreed organisational standards.
- **Governance Foundation:** Establish a baseline document governance framework, including protocols for future document changes, additions, deletions, ownership, review cadence and reporting.
- **Data Governance – Documents and Notices:** Identify, assess and recommend the most suitable document and notice management solution for Craigs that improves governance, compliance, version control, workflow efficiency, ownership, auditability and change management across client-facing and internal documents.

GENERAL DUTIES AND RESPONSIBILITIES

- Working within approved budgets.
- Follow company policy and process to ensure client information is protected against loss, unauthorised access, use, modification of disclosure.
- Maintain the core competencies as set down by the Company from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP procedures and policies.
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems.
- Act professionally, ethically and work co-operatively and constructively within the framework of the Company structure.
- At all times act with integrity and treat clients fairly and respectfully.
- Any other tasks as requested by your manager.

KEY MILESTONES WILL BE:

Establish a clear and reliable view of CIP's current document and form environment, including what exists, where it is held, who owns it, and how it is currently managed. Key outputs:

- Current document register reviewed, updated and validated.
- Document locations, master files, templates, artwork and publication/access points mapped.
- Document owners, approvers and review responsibilities confirmed.
- Key document dependencies identified, including disclaimers, clauses, terminology, linked forms and related communications.
- Current-state document processes and stakeholder requirements documented.
- Initial risks, gaps and improvement opportunities identified.

Phase 2: Governance framework, workflow and implementation support

Use the current-state assessment to develop a practical governance approach and future-state workflow for document creation, review, approval, version control, storage, publication and ongoing change management. Key outputs:

- Opportunities identified to simplify, consolidate, retire or reformat documents and forms.
- Inconsistent wording, disclaimers and standard content reviewed and coordinated for update where appropriate.
- Legal and Compliance review requirements confirmed, including when specialist review or escalation is required.
- Marketing's role in document requests, design, approval, publication and ownership handover reviewed.
- Baseline document governance framework developed, including ownership, review cadence, approval pathways, register maintenance and reporting expectations.
- Future-state tool, platform and workflow requirements assessed with Digital Business, Procurement and SMEs.
- Recommendations prepared for a scalable and sustainable document and notice management solution.

NZX RULES REFERENCED WITH LEGISLATION AND POLICY

The NZX Participant Rules can be found electronically at the following address -

<https://www.nzx.com/regulation/nzx-rules-guidance/participant-guidance>

CIP policies can be found on the Staff Intranet.

WHAT I VALUE



At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and our clients.

WHAT I BRING

- Ability to quickly understand complex business processes.
- Strong interpersonal and collaborative skills

- Experience leading a structured assessment process.
- Strong commercial acumen
- Experience leading operational teams and/ or functions
- Strong attention to detail and Proofreading skills are essential.
- Strong computer skills – MS Office; Word, Excel, PowerPoint, Outlook and SharePoint
- Understanding and/or familiarity with project management, business process coordination, document governance or operational change.
- Excellent written and verbal communication skills.
- Appreciation of and experience in balancing regulatory requirements with user experience.
- Ability to multitask and meet deadlines
- Strong organizational and time management skills.
- Ability to work collaboratively within a team and across teams.
- A self-starter with the ability to show initiative and a valued team player is essential.
- A degree in communications, business, operations or a related discipline, or equivalent experience, is useful
- Financial markets, operational governance or regulated environment experience is a strong asset.