

POSITION DESCRIPTION



POSITION TITLE:	Records Officer
DEPARTMENT:	Corporate and Organisational Performance
POSITION HOLDER:	Vacant
REPORTS TO:	Manager Governance
TERM OF EMPLOYMENT:	Permanent / Full Time
APPROVED BY:	Director Corporate and Organisational Performance
DATE:	June 2024
CLASSIFICATION:	Band 4 in accordance with the Buloke Shire Council Enterprise Agreement

POSITION OBJECTIVE:

- Co-ordinate the operational activities of the Records team, in accordance with legislative requirements and Council policies.
- Develop, maintain and implement policies, procedures and systems to maximise the efficient provision of Records and Information Management.
- Provide appropriate support for the administration of the records management component of any new add-on system associated with Sharepoint, and existing administration of Council's current Electronic Document Records Management System.

KEY RESPONSIBILITIES AND DUTIES:

- Act as the key contact point for the administration and maintenance of Council's existing Electronic Document Records Management System (EDRMS)
- Assist in the implementation of software and process changes for any new third-party add-in system associated with Sharepoint and other emerging technologies.
- Ensure information is managed, recorded and classified according to policy, procedures and Council's Business Classification Scheme, enabling the team to meet key performance indicators.
- Ensure the organisation complies with legislative requirements relating to records management.
- Assist in the development and implementation of procedures and processes to be followed by staff in the records team and ensure that such processes are properly documented.
- Ensure that all Council records from creation to disposal, including developing efficient and effective policies and procedures for secondary records and annual archiving are handled in accordance with Council policy and legislative requirements.
- Provide efficient and effective records and information management across the organisation including advice, education, training, policy, procedure development and systems review.
- Maintain a thorough working knowledge of Council's activities, responsibilities and services through familiarisation with Council publications and reporting.

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- Ensure the protection of vital records, the security of confidential information and meeting all legal evidential and accountability requirements.
- Promote a positive image of the Council through the implementation of professional standards and presentation.
- Promote awareness of records and information management to improve Council's records and information management practices across the organisation, via inductions, desktop support and ongoing training of staff.
- By demonstrating a commitment to the principles of confidentiality in relation to all aspects of Council's operations while balancing the need for a "can do" attitude.
- Provide monthly reports to the Manager Governance on key operational metrics to ensure procedures and work practices are being delivered in the most efficient way.
- Undertake special projects from time to time, in line with the incumbent's classification and capabilities, as defined by the Manager Governance.
- Assist in processing of Freedom of Information requests and requests for personal information.

ORGANISATIONAL ENVIRONMENT:

Reports to:	Manager Governance and Records
Directly Supervises:	Records Officer and Records Assistants
Internal Liaisons:	CEO, Councillors and Staff
External Liaisons:	Members of the community, including community groups, Local Businesses, Government departments and agencies.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accountable for the effective and efficient actioning of all key responsibilities of the position, including the provision of accurate and timely advice to all staff on matters relating to Records and Information Management.
- Make decisions that are in accordance with Policies and Procedures.
- Expected to seek guidance from the Manager Governance for more complex situations, or issues identified as having potential political impacts.
- Advising Council staff on corporate information management services, procedures and business rules.
- Contribute to continual improvement of processes and procedures.

JUDGEMENT AND DECISION MAKING:

- Required to monitor and ensure all procedures/methods are being properly adhered to by users of the EDRMS or any new third party add-in.
- Apply professional knowledge and experience to make operational decisions relevant to the management of records.
- Decisions and information should be consistent with Council policy and should be delivered in a tactful and courteous manner.
- Liaise with the Manager Governance in relation to EDRMS upgrades.

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- An understanding of the importance of confidentiality and privacy issues.
- Apply technical knowledge and experience to make sound judgements and put forward recommendations to the Manager Governance on best options.

SPECIALIST SKILLS AND KNOWLEDGE:

- Sound understanding of the *Public Records Act 1973*, specifications and guidelines issued under the Act, and any other relevant legislation including PROV standards, the *Freedom of Information Act* and Freedom of Information Professional Standards and the *Privacy and Data Protection Act*.
- Demonstrated knowledge of records classification schemes, disposal schedules and their role in controlling records.
- Proven ability to manage and lead staff effectively.
- Ability to manage and adapt to change whilst Council undertakes a digital transformation with its systems
- Ability to provide Records training to individuals or groups.
- Be proficient in and have considerable skills and experience in the use of Microsoft 365 and associated products, including Word, Outlook and Excel.
- Have a broad knowledge of activities and operations of Local Government.

INTERPERSONAL SKILLS:

- The ability to gain cooperation and assistance from customers and other staff.
- Patience and tact, and the ability to judge a situation to determine the best method to achieve the desired outcome.
- Ability to source information or resolve issues utilising the expertise of staff from other departments or organisations.
- Display a high level of professionalism and discretion in dealing with confidential or sensitive information.
- Well-developed oral and written communication skills, including the ability to interpret and advise on operational procedures.

QUALIFICATIONS AND EXPERIENCE:

- Formal qualification or experience in Records management would be highly desirable.
- Proven experience in managing and supporting staff.
- Experience in Local Government is preferred, but not essential.
- A Current Victorian Drivers Licence.
- Current satisfactory Police Check.

ORGANISATIONAL RESPONSIBILITIES:

- At all times, behave in a manner consistent with Council's Code of Conduct and human resource policies and guidelines (including Council's Bullying/Equal Opportunity/Discrimination/Sexual Harassment policy).
- Ensure compliance to relevant OHS regulatory requirements and implement, promote and maintain Council's OHS and Return to Work policies, procedures, training programs and initiatives
- Ensure compliance to relevant regulatory or legislative requirements; including but not limited to Information Privacy and Freedom of Information.

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CHILD SAFE STANDARDS:

- The Buloke Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.
- All staff must adhere to Council's Child Safe Policy and procedures and ensure that any reasonable suspicion of abuse to children or young people is reported.

VARIATIONS TO CONDITIONS OF EMPLOYMENT:

The position description, which includes conditions of employment, your duties and your working location may be varied by Council from time to time during your employment.

ANNUAL PERFORMANCE REVIEW:

Every staff member is required to actively participate in the annual performance review/appraisal process with their supervisor.

KEY SELECTION CRITERIA:

Essential

- Demonstrated ability to achieve organisational goals within set timeframes.
- Demonstrated experience of implementation of policies and procedures standards relating to the management of public records.
- A good understanding of time management to meet deadlines with competing priorities, in a dynamic environment and with minimal supervision.
- High level of interpersonal skills, including communication skills (written and verbal), consultation and negotiation skills to achieve team goals and objectives.
- Ability to problem solve and manage competing projects and priorities, while exercising sound judgement.
- Highly developed computer skills including the use of an electronic document management system.

Desirable

- A formal qualification in Records Management with relevant experience or extensive relevant and demonstrated experience in Records Management.
- Experience and practical knowledge in Local Government (desired)

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VERIFICATION:

This section verifies that the position holder and supervisor/s have read the above position description and are satisfied that it accurately describes the position.

Agreed by: Date

Jenna Allan

Date

**Director Corporate and Organisational
Performance**

Prepared by: Date

Jennifer Hewett
Manager Governance

Date

Agreed by: Date

Vacant
Records Officer

Date