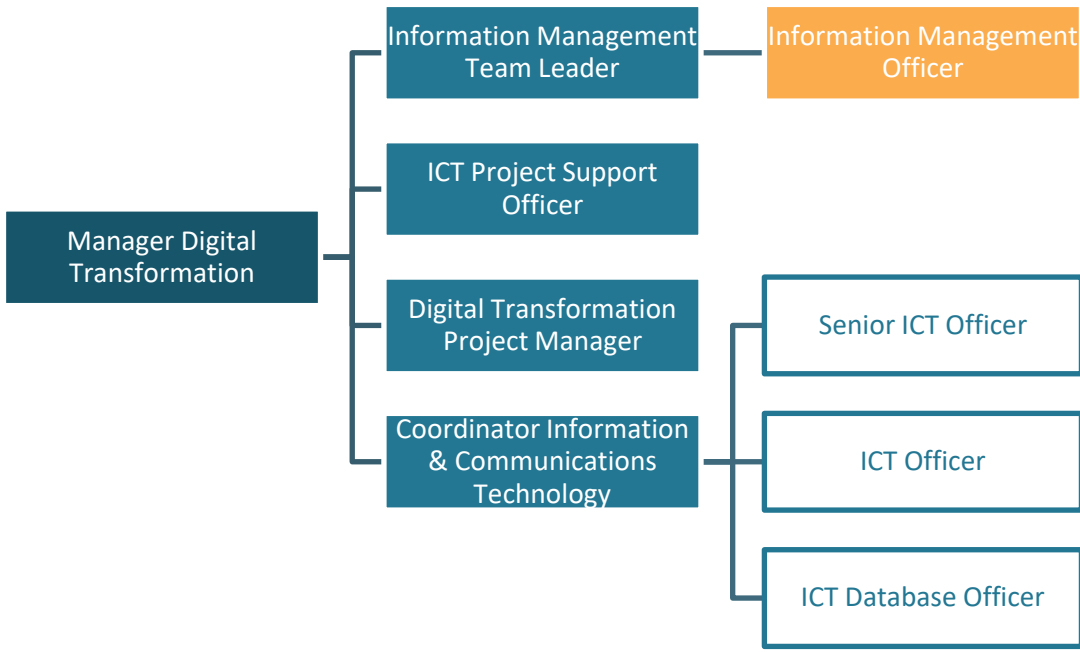


INFORMATION MANAGEMENT OFFICER

Position No.	1060
Classification	Band 5, Permanent Full Time/Part Time (76 hr per F/T 1.00 FTE)
Directorate	Corporate Services
Department	Digital Transformation
Division	Information Management
Team	N/A
Department Context	<p>The Digital Transformation and ICT department exists to provide services for the internal ICT needs of over 270 staff and 7 Councillors, along with direction and advice relating to all digital, information and technology requirements across the Shire.</p>  <pre> graph LR MDT[Manager Digital Transformation] --- IMTL[Information Management Team Leader] MDT --- IPSO[ICT Project Support Officer] MDT --- DTPM[Digital Transformation Project Manager] MDT --- CIT[Coordinator Information & Communications Technology] IMTL --- IMO[Information Management Officer] CIT --- SIO[Senior ICT Officer] CIT --- IO[ICT Officer] CIT --- IDO[ICT Database Officer] </pre>
Position Purpose	<p>The Information Management Officer is responsible for providing efficient, secure, and professional handling and storage of Council's hardcopy and electronic information. This includes configuration and support of the EDRMS solution and ensuring record compliance with all relevant legislation.</p>

VISION & VALUES

Where people matter, communities are connected, and the future is bright

Pride

We know that our work is important, and we take pride in doing the best job we can

Respect

We treat each other with courtesy and respect, and are committed to keeping our environment safe, and free from judgement

Integrity	We are committed to being authentic, honest and ethical in our work
Collaboration	We partner together to achieve shared goals and deliver community focused outcomes
Excellence	We are committed to delivering the best community experience and outcome that we are capable of providing

KEY RESPONSIBILITIES AND DUTIES

Electronic Data Records Management System (EDRMS) Coordination

- Support the implementation of Council's new EDRMS SharePoint system and ongoing support and configuration.
- Coordinate and oversee the functions associated with the EDRMS including additions or modifications to the information architecture, file structures and security profiles.
- Manage the allocation of all information and correspondence, including creation and configuration of security procedures, into the system consistent with Council's Information Policy and Management Framework.
- Accurately classify and manage information of a complex or technical nature, applying relevant record and information management legislation to manage the flow of information.
- Train all users in the utilisation of the EDRMS, providing regular support and refresher training to embed new process and practice.

General Information Management Duties

- Provide support, information and advice to staff and managers to enable them to make informed business decisions relating to the management and retrieval of Council information and records.
- Action and respond to historical information requests as required, via Councils offsite archive, Public Records Office of Victoria (PROV) or referral to historical associations. Coordinate, in conjunction with the Information Management Team Leader, the monitoring, appraisal and administration of Council's records, archival and disposal program in accordance with the Public Record Office Victoria (PROV) guidelines, Australian standards and legislative requirements.
- Maintain organisational security and confidentiality of all Council information in accordance with Council policy and legislative requirements.
- Support the Governance & Risk division and Information Management Team Leader to ensure all staff are aware of and complicity with their obligations to confidentiality.
- Provide an efficient and effective information retrieval system including support for the Governance & Risk team to respond to Freedom of Information (FOI) requests.
- Preparation of periodic and ad hoc records management reports relating to information and record management.
- Support and provide input into the continuous improvement of processes relating to policy procedures and process the management of information and records.
- Coordinate delivery of Council's outgoing correspondence through Australia Post.
- Maintain the Agreements register.

General and Organisational Responsibilities

- Comply with Council policies and procedures, including the Code of Conduct, and Councils Corporate Values.
- Contribute to the development of the Department's/Teams objective, as well as the corporate goals of Council.
- Embrace Council's commitment to providing a safe and healthy working environment by performing duties in accordance with the Health & Safety Act 2004, regulations, codes of practice and policies and procedures.
- Promote excellence in the customer experience and in conjunction with your manager or people leader, identify, review, and implement strategies to improve the customer experience quality and efficiency.
- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During a CEO identified emergency an employee may be required to complete alternative work including administration, logistics and specialist support.
- Maintain confidentiality in respect of all dealings of a sensitive or confidential nature.
- Participate as directed in training and education to maintain compliance and an up-to-date knowledge.
- Other duties within the scope of the employee's skills, competence, and training, relevant to the position band, as requested by the supervisor.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe organisation where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the *Child Wellbeing and Safety Act 2005* and the *Child Safe Standards*.

All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.

GPSC CAPABILITIES

The GPSC Capabilities are the knowledge, skills, and associated behaviours required by all staff. The capability level for each role is varied and dependent on the role functions. The four levels for the capabilities are:

Foundational	<ul style="list-style-type: none"> • Basic awareness of concepts and techniques • Follows guidance, complies with established procedures, seeks advice
Intermediate	<ul style="list-style-type: none"> • Broad understanding of concepts and techniques • Demonstrates the skills/knowledge with minimal guidance
Adept	<ul style="list-style-type: none"> • Strong understanding of concepts and techniques with consistent application • Influences, upholds, shares advice, consults
Advanced	<ul style="list-style-type: none"> • Extensive understanding and application of concepts and techniques • Sets, leads, designs, innovates, monitors, regulates, develops others • Shapes the organisations approach in the application of this skill/knowledge

The capability level for this role is as follows:

Capability	Description	Level
Flexibility & Adaptability	Adjust approach in line with changing priorities and remain agile and positive toward change	Intermediate
Manage Self	Shows drive and motivation, with an ability to self-reflect and a commitment to learning	Intermediate
Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations	Intermediate
Value Diversity & Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives	Intermediate
Communication	Communicate clarity, vision, purpose, and impact, actively listen to others, and respond with understanding and respect	Intermediate
Collaboration	Build strong relationships, collaborating effectively across the organisation, valuing their contribution	Intermediate
Customer & Community Focus	Committed to the customer experience and delivering customer and community valued outcomes	Intermediate
Influence & Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Action & Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy, and guidelines	Intermediate
Plan & Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Problem Solving	Think, analyse, and consider the broader context to develop practical solutions	Intermediate
Innovation & Continuous Improvement	Use different ideas and concepts to develop new and different ways of thinking to improve efficiency, effectiveness, and quality of work	Intermediate

CLASSIFICATION DEFINITIONS

Accountability and Extent of Authority	<ul style="list-style-type: none"> The position provides specialist advice to Council, with freedom to act subject to close supervision by the Information Management Team Leader or clear guidelines. The officer is responsible for implementing and monitoring the processes for security and confidentiality of Council information and records. The freedom to act is not limited simply by standards and procedures, the quality of decisions and actions taken will often have an impact upon the performance of the Information Management Team Leader and Manager Digital Transformation.
Judgement and Decision Making	<ul style="list-style-type: none"> The objectives of the work are well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives. The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.

	<ul style="list-style-type: none">• Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.• Guidance and advice would usually be available within the time required to make a choice.
Specialist Skills & Knowledge	<ul style="list-style-type: none">• This position requires a good understanding of record and information management principles and practices, including the underlying principles as distinct from the practices. <p>The officer will have an understanding of:</p> <ul style="list-style-type: none">• The sensitivity of confidential issues• The technology, procedures and processes used within Council• The long-term goals of the Information Management Unit and an appreciation of the goals of Council.• A sound understanding of the services provided by Council and the ability to confidently distribute correspondence accordingly.
Management Skills	<p>The officer shall have skills in managing time, setting priorities and planning and organising their own work to achieve specific objectives in the most efficient way possible within the resources and timeframes available.</p>
Interpersonal Skills	<ul style="list-style-type: none">• This position requires interpersonal and communication skills at a level that enables the officer to gain the cooperation and assistance of customers, members of the public and other employees in the administration of records functions.• The officer will be able to write reports in their field of expertise and prepare external correspondence.
Qualifications & Experience	<ul style="list-style-type: none">• The skills and knowledge needed would typically be acquired through completion of a post-secondary formal qualification such as a Diploma, Advanced Diploma or Associate Degree with limited relevant experience; or through lesser formal qualifications and relevant experience; or through substantial relevant experience in records and information management and/or administration.

KEY SELECTION CRITERIA

1. Demonstrated knowledge and experience of Electronic Document Records Management Systems (EDRMS) (SharePoint or alternates) and the ability to implement records and information management practices, processes, and systems
2. Sound knowledge of the Public Records Act 1973 and Public Records Office Victoria retention and disposal authorities (PROS 07/01 and PROS 09/05), and other legislation and standards relating to Records Management
3. Ability to work collaboratively with a diverse range of stakeholders to achieve common goals, build mutually beneficial and professional working relationships and problem-solve.
4. Proven ability to effectively plan, organise and manage own time to achieve targets within set timeframes.
5. High level of proficiency in Microsoft Office software, particularly Outlook, Word and Excel.
6. Experience in managing large volumes of data and information with accuracy and attention to detail.

DESIRABLE

7. Experience in the administration of SharePoint sites including controlling user access and the creation and maintenance of sites and document Libraries.
8. A basic understanding of local government and the services provided by Golden Plains Shire Council.

Other Requirements

9. Completion of a pre-employment Disclosure of Pre-existing Condition form.
10. A current Australian driver's licence.
11. A satisfactory National Criminal History Check

All positions are subject to a six-month probationary period.

APPROVAL

Approved By (Department): Manager Digital Transformation

Reviewed By (P&C): Manager People, Performance and Governance

Date: March 2023

Employee Acceptance:

(Name and signature)

Date:

PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.