

POSITION DESCRIPTION

Position Title	Cemetery Administration Support Officer
Position Code	7062
Business Unit	Corporate Services
Work Group	Information Management
Position Classification	Band 4
Effective Date	August 2021 (12 month contract)

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

This position description is an enabling document intended to authorise the general performance of a range of duties to achieve the Position Objectives. Performance measures will be established and monitored through a personal action plan that will be developed in conjunction with the employee and manager.

1. Position Objectives

- 1.1. This position sits within the Information Management Team, and is responsible for providing an efficient and compliant records service to Council. The position

is responsible for collating, recording and capturing all cemetery related records in accordance with industry standards and legislation. In addition to developing processes and providing training to ensure ongoing compliance.

2. Working Relationships

Reports to	Customer Experience and Information Management Coordinator
------------	--

3. Key Responsibilities

3.1. Records Management Compliance

- 3.1.1. Collate, record and analyse information accurately to produce complete records.
- 3.1.2. Determine type and range of data to be collected in line with legislative requirements.
- 3.1.3. Perform daily tasks required in an efficient manner using recommended techniques and technologies.
- 3.1.4. Maintain highest level of confidentiality of all records.
- 3.1.5. Application of relevant legislation, including PROV schedule of retention and disposal.

3.2. Continuous Improvement

- 3.2.1. Identifying opportunities for continuous improvement in processes and ways of working as part of ongoing service delivery to the organisation and community.
- 3.2.2. Contribute to the development of an agile team with future ready skills.
- 3.2.3. Provide one on one and group training on relevant topics.
- 3.2.4. Contribute to development and achievement of policies, strategies, audits, Business plans and unit KPIs.

3.3. Customer Service and Relationships

- 3.3.1. Ensure that Council's objective of customer service excellence is reflected in day to day operations by providing responsive, timely and high quality follow-up to correspondence and service requests from all customers.
- 3.3.2. Establish working relationships that support a collaborative working environment
- 3.3.3. Fosters and builds relationships at all levels throughout the organisation.

3.4. People, Culture, Safety, Health and Wellbeing

- 3.4.1. Demonstrate organisational values and actions that align with the organisation's expectations and vision.
- 3.4.2. Ensure compliance with Council policies, procedures and legislative requirements in the areas of human resources, occupational health and safety, equal opportunity, anti-discrimination and other industrial instruments.
- 3.4.3. Create, maintain and foster a safe work environment at all times and perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.
- 3.4.4. Respond in the event of a disaster as per assigned key duties and responsibilities documented in Council's Emergency Management arrangements and Business Continuity Plan.

4. Core Physical Requirements

- 4.1. Capacity to undertake office based activities including sitting at a desk and using a computer for extended periods.
- 4.2. Capacity to, on occasion, lift items unspecified in weight within individual limits.
- 4.3. Capacity to walk up and down stairs regularly.
- 4.4. Capacity to walk on uneven surfaces.
- 4.5. Capacity to drive a motor vehicle

5. Accountability and Extent of Authority

- 5.1. Correctly collate, record and capture all cemetery related records in accordance with industry standards and legislation. In addition to developing processes and providing training to ensure ongoing compliance.
- 5.2. Exercising judgment in prioritising the workload undertaken and be responsible for managing time accordingly.

6. Judgement and Decision Making

- 6.1. Accurately identify corporate records, classify and task them appropriately.
- 6.2. Solve problems in an environment where guidance may not always be available within the organisation

7. Knowledge and Skills

7.1. Specialist Skills and Knowledge

- 7.1.1. Working knowledge of records management principles.



- 7.1.2. Knowledge and understanding of relevant legislation, including PROV schedule of retention and disposal.
- 7.1.3. Knowledge and understanding of the Privacy and Data Protection Act 2014.
- 7.1.4. The ability to classify and index documents according to business rules and standards.
- 7.1.5. Database search and retrieval skills.

7.2. Management Skills

- 7.2.1. Ability to manage, plan and organise own work to deliver within agreed timelines with minimal supervision.
- 7.2.2. Ability to advise and support staff on records management principles

7.3. Interpersonal Skills

- 7.3.1. Well-developed oral and written communication skills and excellent interpersonal skills.
- 7.3.2. Ability to discuss and resolve problems.

8. Qualifications and Experience

- 8.1. Qualifications in Records Management or Information Management and/or previous relevant experience in a records or information management role.
- 8.2. Demonstrated competence in using Electronic Document Records Management Systems (EDRMS).
- 8.3. Demonstrated experience in identifying opportunities for continuous improvement in processes and ways of working.

9. Key Selection Criteria

- 9.1. Demonstrated records management experience, including competence in using Electronic Document Records Management Systems (EDRMS).
- 9.2. Demonstrated time management and project management skills.
- 9.3. Knowledge and understanding of relevant legislation, including PROV schedule of retention and disposal.
- 9.4. Ability to manage, plan and organise own work to deliver within agreed timelines, operating autonomously and with initiative and flexibility.
- 9.5. Ability to retain personal and sensitive information and maintain confidentiality.
- 9.6. Excellent administrative skills, including a high degree of accuracy and attention to detail.
- 9.7. Well-developed oral and written communication skills and excellent interpersonal skills. Current Driver Licence - Heavy Rigid.

Authorised by: Director –

Date:

Employee's Signature:

Date:
