

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Information Management Officer</b>
<b>Position Code</b>	<b>1554</b>
<b>Business Unit</b>	<b>Customer, Digital and Transformation Services</b>
<b>Work Group</b>	<b>Information Management</b>
<b>Position Classification</b>	<b>Band 5</b>
<b>Effective Date</b>	<b>10 November 2020</b>

### 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.

### 1. Position Objectives

The Information Management Officer will be the Rural City of Wangaratta champion of Information Management. Assist with the development and management of Records and Information Management framework and encompassing policies and procedures to ensure that Rural City of Wangaratta (Council) is operating in accordance with legislative requirements; and assist with the effectiveness of the Information Management Team by ensuring effective and accurate records and information management across all of Council. This position is a part of the Customer, Digital and Transformation Business Unit and will advise, support and manage training across the organisation to meet the needs of employees.

## 2. Working Relationships

Reports to	Customer Experience and Information Management Coordinator
Supervisors	Nil

## 3. Key Responsibilities

### Records and Information Management

- Assist with the development, implementation and management of the Information Management governance framework and strategic plan.
- Assist with the development policy for adoption by Corporate Management Team for the monitoring, review and maintenance of Council's annual records disposal programme in accordance with:
  - the availability of storage space;
  - the usage rates of inactive records;
  - PROV guidelines;
  - approved Retention and Disposal Authorities; and
  - the cost of off-site secondary storage.
- Assist with the development, implement and maintenance of systems which cater for all the organisations needs in terms of records and information management and archives activities;
- Provide records and information management advice and guidance as required;
- Develop and maintain Council's vital records program;
- Work with Business Units for projects, as required, to improve their corporate information management systems and staff usage;
- Identify, receipt, register and task all hardcopy and central email incoming organisational correspondence that constitute corporate records. In addition, help facilitate archiving and document storage as required.
- Assist with the Freedom of Information (FOI) requests as required; and
- Prepare reports as required in accordance with operational requirements.

### Other Duties

- Ensure that due care and diligence is always undertaken and that actions do not create a risk to self and others;
- Other duties as directed within the skills and abilities of a position at this level;
- Employees should always care for Council property and not deliberately misuse or damage Council property. When using Council property or equipment, employees are required to adhere to instructions, operating procedures and the Occupational Health and Safety Act and Regulations; and

- Ensure employees under your supervision understand and comply with Public Records Office Victoria (PROV) records and information management policies and procedures and maintain full and accurate records of business activities.

#### **4. Core Physical Requirements**

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

#### **5. Accountability and Extent of Authority**

- Authority to provide advice to internal and external customer enquiries & resolve records and information management issues in accordance with Council policies and procedures;
- Ensure Council's compliance with records and information management principles in accordance with the Public Records Act, Australian Standards, the Freedom of Information Act, the Privacy and Data Protection Act, the Local Government Act and other relevant Acts and Regulations;
- Ensure strategies regarding records and information management are understood by all employees;
- Provide input into the development and maintenance of records and information management frameworks, systems and policies; and
- Accountable for quality management of Council's records and information management functions.

#### **6. Judgement and Decision Making**

- Investigate and analyse information and utilise such information to determine appropriate decisions and resolve problems;
- Provide advice and support to all internal employees on records and information Management projects, activities and issues;
- Utilise specialist skills and knowledge to solve problems regarding records and information management; and
- Resolve problems or issues in the absence of guidance from within the organisation.

#### **7. Knowledge and Skills**

##### **Specialist Skills and Knowledge**

- High level knowledge in records and information management, governance and project management;
- Proficient in IT systems and records and information management databases while exploring new opportunities and solutions;

- Strong knowledge of records and information management practices including Local, State and Federal records and information management requirements;
- Ability to investigate records and information management and governance problems.

### **Management Skills**

- Strong time management skills and abilities to set priorities despite conflicting pressures;
- Demonstrated ability to be actively involved in the achievement of team goals including the resolution of problems and issues; and
- Ability to show initiative and implement and communicate change effectively.

### **Interpersonal Skills**

- Well-developed written and verbal communication skills.
- Ability to listen to and understand other points of view.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems.
- Ability to liaise with staff in order to resolve technical problems.
- Ability to work as part of a team.
- Analytical and investigative skills.

## **8. Qualifications and Experience**

- Qualifications in Records or Information Management Field would be an advantage.
- Demonstrated relevant work experience commensurate with the requirements of the position supported by further training in Records and Information Management.
- Experience in the use and application of IT solutions within an office environment.
- Experience in the interpretation and application of related legal and statutory requirements.

## **9. Key Selection Criteria**

- Relevant work experience and a strong understanding of public records, electronic document and information management principles, legislation, systems and practices.
- Ability to interpret and practically apply the Public Records Office Local Government and Common Admin Disposal Schedules in the sentencing and further management of all Council owned public records.
- Experience with SharePoint 2016 and Office 365 are essential.
- Strong customer service skills and the ability to problem solve by ensuring you meet customer needs and within relevant legislation.
- Demonstrated experience in development and delivery of policy and project deliverables.

**Authorised by: Director –**

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**Date:**

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**Employee's Signature:**

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**Date:**

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