

Position Description

Position Title:	Coordinator Information Governance
Classification:	Band 8
Business Unit:	Digital and Technology Services
Reports to:	Chief Information Officer
Approved by:	Director Customer and Corporate Affairs
Reviewed:	March 2026

1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Jewish Holocaust museum and much more.

2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Sustainability, Assets and Leisure;
- Customer and Corporate Affairs;

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- Planning and Place;
- Community Wellbeing

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

3. Position Purpose and Background

The purpose of the Coordinator Information Governance is to provide strategic management and leadership in the area of information management throughout Council to ensure the effective and efficient management of Council records in accordance with the *Public Records Act 1973*, Privacy and Data Protection Act 2014 (Vic) and the mandatory Standards issued by the keeper of Public Records, Public Record Office Victoria (PROV) and the development and implementation of contemporary information management best practice. Additionally, they will develop and oversee a program to the uplift the information management knowledge and responsibilities of all Council staff.

4. Working Relationships

Internal:

- Chief Information Officer
- Coordinator Workplace Technology
- Coordinator Digital and Data
- Information Governance Staff
- All Council Staff

External:

- Office Victorian Information Commissioner (OVIC)
- Public Records Office Victoria (PROV)
- Department of Premier and Cabinet (DPC) and other relevant Government departments
- Industry experts
- Vendors
- External Service providers

5. Key Responsibilities

- Lead the Information Governance programs to ensure Council's information assets are secure, well-managed and used effectively.
- Manage the operations, staff and financial resources of the Information Governance function.
- Promote a strong organisation-wide culture of Information governance, security, privacy and responsible information stewardship.
- Translate legislative, regulatory and standards-based requirements into practical strategies, processes and controls.
- Ensure high-quality service outcomes through effective planning, performance management and continuous improvement.
- Develop, implement and maintain appropriate information governance policies, standards and procedures.
- Ensure alignment with ISO 27001/2, VPDSF/VPDSS, PROV Standards, privacy and other relevant legislation.
- Monitor and assess the effectiveness, maturity and operational efficiency of governance and security controls.
- Oversee the development and implementation of contemporary records and information management practices.
- Ensure Council's records are captured, stored, secured and retained in line with PROV Standards and legislative requirements.
- Lead the administration, configuration and continuous improvement of Council's document and information management systems.
- Monitor emerging technologies and regulatory trends and incorporate insights into program improvements.
- Identify and implement opportunities to streamline processes, implement Artificial Intelligence (AI), automate controls and uplift business unit effectiveness.
- Perform other duties as required within the limits of the employee's skills, competence and training.

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5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences

5.2 Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the Coordinator Information Governance:

- The position is responsible for the quality, effectiveness and timelines of own work and work performed by the Information Governance team.
- The position has the authority to make decisions on the actions to be taken within the bounds of policy and legislation and may have significant impact and effect on the organisation.
- Management responsibility to ensure the efficient and effective day-to-day operation of the Information Governance team to meet organisation policy, corporate and business plan guidelines and contractual obligations. Day to day management of staff within teams allocated to specific tasks and functions.
- Statutory responsibilities - Administration of requests and enquiries under the Privacy and Data Protection Act 2014 (Vic), compliance with the *Public Records Act* and *Victorian Electronic Records Strategy*.
- Financial accountability to prepare and monitor the team's budget with prescribed limits.

5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the Coordinator Information Governance:

- Able to make decisions or exercise good judgement with sometimes scarce, ambiguous or conflicting information, through the application of specialist skills, techniques and experience.
- Complex solving ability – able to draw on multiple internal and external sources to formulate direction and outcomes which support the ongoing Information Management, Technology and Council Plans.
- Develop policy, standards, operating models and procedures for the Information Management team.

5.4 Management Skills

The following describes managerial skills required by the Coordinator Information Governance:

- The position will supervise, motivate, lead and develop the team.

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- The role requires the ability to manage and co-ordinate the work of direct reports to achieve specific goals and outcomes, taking into account competing constraints and opportunities.
- Demonstrated high degree of multi-tasking, teamwork, and prioritisation with a confident, positive, and professional manner.
- The ability to apply skills in managing time, setting priorities, and planning and organising own and other's work within the resources available and within a set timeframe despite conflicting priorities.
- Initiate and recommend improvements to technical support systems.
- Understand and contribute to the long-term goals of the organisation particularly regarding the use of relevant industry standard and contemporary Information Technology.

5.5 Interpersonal Skills

The following describes the interpersonal skills required by the Coordinator Information Governance:

- Well-developed communication skills, both verbal and written with the ability to influence stakeholders.
- Demonstrated ability to gain co-operation and assistance from team members, members of the public and other staff across Council to discuss specialist problems.
- Able to lead, motivate and develop the skills of other employees.
- Demonstrated experience working in collaboration with clients to better understand, anticipate and meet their needs combined with excellent customer service skills.
- Ability to advise, and develop capability across the wider Digital and Technology Services department, Executive and relevant Governance Committees.
- Demonstrated ability to discuss, negotiate and resolve unique problems with staff, management and external bodies within the area of expertise.

5.6 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the Coordinator Information Governance:

- Sound knowledge and experience of records and archives management legislative frameworks, including but not limited to the Public Records Act 1973, Privacy and Data Protection Act 2014 (Vic), PROV Standards and contemporary records management practices with a local government context.
- Proven ability to identify process improvement and develop policies, procedures relevant to information security and records management.
- Proven ability to provide informed, specialist records and information management advice to senior management and all other levels of Council.
- Substantial experience with Microsoft 365 suite, including SharePoint, MS Teams.
- Desirable experience with Microsoft Purview, Record Point, Content Manager and other associated information management products.
- Experience in large document and information system migrations.
- Proven ability to identify, develop policies, procedures, and practices from policies relevant to information management.
- Proven ability to develop and deliver effective records and information management training and awareness programs.
- Understanding of the departments long term strategy and the context in which it operates.
- Demonstrated financial and business acumen and experience managing budgets.

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5.7 Qualifications and Experience:

- Proven experience in document control processes, procedures, and tools to support an effective document control service;
- Experience in Information Management Systems, including experience working with Microsoft 365, Content Manager and SharePoint;
- Experience in an Information Management leadership role.
- Relevant tertiary qualifications in Information Governance, Information Security or related field.

6. Performance Review

The Coordinator Information Governance will be required participate in the Council's Performance development and review process. This involves planning and agreeing work and personal skill development objectives and reviewing and assessing achievements on a regular basis.

The Coordinator Information Governance may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the performance review process.

7. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Experience and demonstrated ability in an information governance leadership role.
- Relevant tertiary qualifications in Information Governance, Information Security or related field.
- Demonstrated experience in managing a team, including resourcing operational requirements and staff development.
- Strong knowledge and experience of records and information management legislation and best practice.
- Experience and demonstrated administration knowledge of Retention Disposal Authorities (RDA's)
- Demonstrated experience in initiating, delivering and supporting significant change throughout an organisation in relation to corporate records and information management.
- Understanding of security standards and frameworks such as ISO27001-2, Victorian Protective Data Security Standards (VPDSS), Victorian Protective Data Security Framework (VPDSF).
- Excellent interpersonal skills, including communication skills (written and verbal), consultation and leadership skills.

8. Other Information

- Position is subject to the satisfactory completion of Police Records Check and Employee Working with Children Check.
- Victorian Drivers Licence is desirable.
- The position is located at the Glen Eira Town Hall; however the incumbent may be required to travel to other Council offices from time to time.