# Position Profile –Information Resources Manager

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| **Division** | Business Services | **Team** | Information and Communications Technology (ICT) |
| **Location** | Brisbane | **Reports to**  | Senior Manager, Information Management and Service Desk |
| **Date Updated** | September 2024 | **Position Number** |  |
| **Grade (TPS only)** |  |  |  |

Position Purpose

The Information Resources Manager is responsible for the development, implementation, and maintenance of modern information, records, and controlled document systems, practices, and policies. This role ensures alignment with Stanwell's records management legislative and compliance requirements while fostering collaboration. The Information Resources Manager is responsible for executing the Records Management Strategy and providing leadership, support, and coaching to team members across various locations. This position plays a crucial role in achieving team and functional goals.

Qualifications

* Formal tertiary (or equivalent) qualifications in an information or records management, or equivalent knowledge and substantial experience in the IT and/or information management industry.

Experience and knowledge

* 5+ years’ experience in a leadership role supervising an Information or Records Management team in a medium to large organisation.
* Demonstrated experience and understanding of modern information management with a focus on information, knowledge, records in a regulated business.
* Demonstrated experience working with contemporary information, records and document management tools
* Excellent interpersonal and communication skills, and the ability to establish effective stakeholder relationships.
* Demonstrated ability to engage and influence all parties throughout the business to engage, implement, and deliver modern information and records management systems and practices.
* Specific knowledge of Information and Records Management and Information Management methodologies, best practice, principles, and practices including:
	+ Public Records Act 2023
	+ Australian Standard AS ISO 15489 – Records Management; and
	+ Queensland State Archive’s policies, standards and guidelines and evolving trends in these disciplines

## Responsibilities and outcomes

* Follow reasonable directions and Stanwell processes and systems to ensure the Safety, Health, Wellbeing and Psychosocial Safety of yourself and others when conducting business activities for Stanwell Corporation.
* Maintain and execute the records management strategy
* Manage, lead, coach and develop the Information Resources team across multiple sites.
* Develop and implement modern information and records management tools and practices with focus on Information, records, knowledge and controlled documents.
* Develop a vision and plan to enable low friction collaboration using modern productivity and collaboration technologies aligned to information and records management best practices
* Evaluate information management systems and processes, support audits and reviews and identify continuous improvement opportunities
* Establish and maintain effective, efficient, and consistent information and records management systems that enable appropriate oversight, management, and internal control in accordance with the relevant legislation and business needs.
* Manage and execute Stanwell’s information resources strategies (including framework, policies, and procedures) that facilitate the registration, classification, storage, retrieval, disposal, review, update, and distribution for information created and received by Stanwell.
* Plan design and deliver communication campaigns and structured education and training programs to stakeholders in information and records management responsibilities and systems
* Ensure appropriate maintenance of Stanwell’s document and information management systems
* Provide advice on and ensure compliance with records management regulations, procedures and guidelines.
* Collaborate with the broader ICT team on issues and problem identification and resolution
* Analyse and develop reports to support ICT governance
* Engage and own the relationship with key suppliers and manage supplier performance

## Key capabilities

This position is expected to have demonstrated capability in the following areas:

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| ***Building Relationships*** | Initiates and maintains collaborative relationships, is socially confident and quick to build rapport and trust with others. Tends to create a positive first impression at all levels, both internal and external to the organisation. |
| ***Communication*** | Speaks and writes in a clear, confident, and articulate manner, adapting communication style to the target audience. When expressing ideas and information in writing uses appropriate structure, grammar and language tailored to the reader. Is effective at influencing others to see things a given way.  |
| **Delegation**  | Confident in giving direction and willing to accept responsibility for the decisions and actions of the team. Drives action and progress through motivating team members and delegating appropriately.  |
| ***Extending Trust*** | Focusses on creating trust and building credibility at a personal level with others. This is achieved through the way they interact with others to inspire trust, giving them confidence in their intentions and those of Stanwell’s. They also in turn trust others, by demonstrating respect, creating transparency, and keeping commitments.  |
| ***Inclusive*** | Creating an environment in which all individuals feel, and are treated, fairly and respectfully, have access to opportunities and can contribute their ideas, perspectives and talents. This encompasses challenging and overcoming one’s unconscious bias (biased towards the world around us and use of stereotypes). |
| ***Leading Others*** | Motivated to take responsibility for a team and interested in managing people and resources to achieve business objectives. Providing guidance, coaching, feedback and development opportunities to direct reports, inspiring and encouraging them to achieve their goals and to reach their full potential. Effectively facilitating, mediating and resolving conflict within the team and across other teams to quickly and efficiently. |
| ***Resilience*** | Remains calm, composed, and optimistic in stressful or high-pressure situations. Perseveres in the face of obstacles or setbacks and carries on with the task at hand. Strong drive to finish tasks, will actively seek to overcome potential hurdles. |
| ***Stanwell Values*** | Uphold and champion Stanwell’s Values and Code of Conduct (including ethical behaviour, fair treatment, conflict of interest, confidential information, and complying with the law). Ensuring they are at the forefront of decisions and action, coaching and challenging others to demonstrate acceptable behaviours where appropriate. |
| ***Teamwork*** | Work cooperatively, supports and collaborates with team members and across other teams to successfully achieve targets and business outcomes. Appreciates the benefits of diversity and works well with a variety of people.  |

## Decision making

The role requires a level of autonomous decision making ability to make day to day decisions on items which they are responsible for. On matters which are outside the scope of this role, the incumbent will be expected to refer to the Senior Manager Information Management and Service Desk for approval. Due to the sensitive nature of records compliance within Stanwell, the incumbent may be directed to complete a review of records access and report their findings to senior management and\or external regulatory bodies.

Team Structure

This position profile reflects a summary the role, it is not intended to be an all-inclusive list of duties and responsibilities. Leaders may direct employees to perform other duties at their discretion.