**POSITION DESCRIPTION**

**Records Analyst**

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| **POSITION DETAILS** |  |
| **Position Title:** | Records Analyst |
| **Position Number:** | 00015952 |
| **Classification:** | HEO6 |
| **Faculty/Division:** | Division of Academic & Student Engagement |
| **School/Branch:** | University Library |
| **Reports to (position title):** | Manager, Records Services |
| **Delegations:** | N/A |
| **Special Conditions:** | * Reasonable workplace adjustments will be made for people with a disability. * Some out of hours work may be required. * May be required to move between university campuses where services are offered as needed. |
| **Significant Working Relationships:** | * University Information Technology and Digital Services (ITDS) staff * Legal and Risk staff * Business and academic support areas |

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| **POSITION SUMMARY** |
| The University Library provides resources, services and spaces that enable and support staff and students to achieve success in their research, teaching and learning. These activities include collection development and management, both physical and electronic services associated with the discovery of, access to and use of information resources; provision of flexible study spaces and guardianship of special and heritage collections. Services and resources are provided online and from the physical locations of the Barr Smith Library, the Sir John Salmond Law Library and libraries at Waite and Roseworthy campuses.  Working under general direction from the Manager, Records Services, the Records Analyst assists in the delivery of high quality and customer-focused service across records activities. This role provides key support and technical expertise in the use, administration, and configuration of the University’s recordkeeping system Content Manager (CM), including systems upgrades and integrations. Liaison with business and academic areas to support University recordkeeping practice and compliance is central to this role, as well as coordination and involvement across wider records compliance activities, projects, systems upgrades and integrations.  The Records Analyst provides administrative and technical support in the management of both digital and physical records, and assists the Manager, Records Services with relevant records projects. This role has a strong operational focus to ensure the alignment of services and programs to best fulfil the University’s requirements for business efficiency and compliant recordkeeping. |

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| **KEY RESPONSIBILITIES** | |
| Service Provision | * Support the delivery of a high quality and customer-focused service across records compliance activities. * Lead liaison and outreach with business and academic areas, to communicate records and compliance requirements, provide practical solutions to recordkeeping issues, and promote information management best practice. * Manage CM licence requests, licence allocation, security requirements and schedule associated training. * Administer CM including configuration, profiles, and locations and provide expert advice regarding data integrity and metadata. * Lead the preparation, reviewing and updating of recordkeeping Self Help guides and internal procedural documents. * Provide escalation support for the Records Services Helpdesk including reviewing and resolving more complex queries and share expertise with wider team. * Support the Business Archivist in managing the University’s disposal program. * Assist in the appraisal and processing of records transfers from other areas. * Lead and support Records Services projects including upgrades, implementation of integrations and new recordkeeping processes. |
| Stakeholder engagement | * Proactively build productive relationships and networks to enhance the teams reach and effectiveness, and to understand the needs of partners and stakeholders. * Engage and collaborate with ITDS staff on records-related projects, and work effectively on shared outcomes and goals. * Liaise with vendors and technical user groups to assist in the resolution of support issues and the evaluation of software and systems as required. * Support the Manager, Records Services, to liaise with State Records and other SA University records staff in regard to records compliance and governance issues and advice. * Undertake regular monitoring, reporting and evaluation of services. * Seek feedback from stakeholders, customers and colleagues as a basis for further improvement in processes and services. * Coordinate meetings and workshops as required. |
| Innovation and change | * Participate in the evaluation of records projects, systems and EDRMS integrations, providing feedback or reports as required. * Contribute to the improvement of processes and activities by critically evaluating relevant data and making recommendations. * Propose and advocate for improvements in collaboration with colleagues. * Assess, generate and apply ideas that facilitate the efficient, effective and compliant provision of records services to improve workflows or increase automatic record capture. * Collaborate on and contribute to designated wider projects in Records Services and the Library, including scoping, planning, and monitoring. |
| Continuous Improvement | * Participate in projects to review and rethink business processes including changes in configuration, integration and use of the EDRMS system. * Maintain current awareness of internal and external developments relating to records and information management * Maintain up-to-date knowledge of records management systems tools and applications * Identify issues and contribute to improvements in policy, procedures and practices. * Coordinate small records projects from planning through to implementation and review. * Actively participate in the development of new and innovative ideas that enhance the user experience of the library including proactive responses to emerging trends to improve experience of physical and online services and spaces. * Collaborate with other library staff to deliver a consistent, effective and sustainable service that aligns with the Library’s One-Library service model. * Create, manage, store, access, use and dispose of information assets relevant to this role in accordance with the Information Management Policy. * Demonstrate cultural competence in relation to Aboriginal and Torres Strait Islander issues and people through a respectful attitude and honouring of their past and current relationship with their land. |
| Other reasonable duties commensurate with classification level. | |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| * N/A |

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| **CAPABILITIES AND BEHAVIOURS** |
| Use the Capability Dictionary at the link: <http://www.adelaide.edu.au/hr/docs/pdp-core-capability-dictionary.pdf> to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct |

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| **STAFF VALUES AND BEHAVIOUR FRAMEWORK** |
| Our culture is one that welcomes all and embraces diversity consistent with our [Staff Values and Behaviour Framework](https://www.adelaide.edu.au/hr/organisational-development/university-values) and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valued asset, so we work to grow and diversify the skills, knowledge and capability of all our staff. |

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| **SELECTION CRITERIA** |
| **Knowledge and Experience:**   1. Demonstrated knowledge and experience in the support and administration of an EDRMS. 2. Demonstrated understanding and experience in supporting a high-quality records program across both digital and hardcopy records. 3. Excellent interpersonal and communication skills appropriate for working with a wide range of stakeholders. and a demonstrated commitment to a high level of customer service. 4. Well-developed project management, analytical and problem solving skills with proven successful outcomes. 5. Demonstrated ability to multi-task and work with competing deadlines with sound judgement and the ability to prioritise work tasks. 6. Knowledge of contemporary records and information management technologies and trends. 7. Demonstrated ability to promote the organisational values of integrity, respect, collegiality, excellence and discovery, and a commitment to positively comply with the associated behaviour expectations.   **Qualification/s:**   * A relevant degree qualification or progress toward a qualification; or * Completion of a diploma qualification and relevant work experience; or * An equivalent combination of relevant experience and/or education/training.   *Desirable*   * Eligible for professional membership of ASA, RIMPA, ALIA or equivalent |