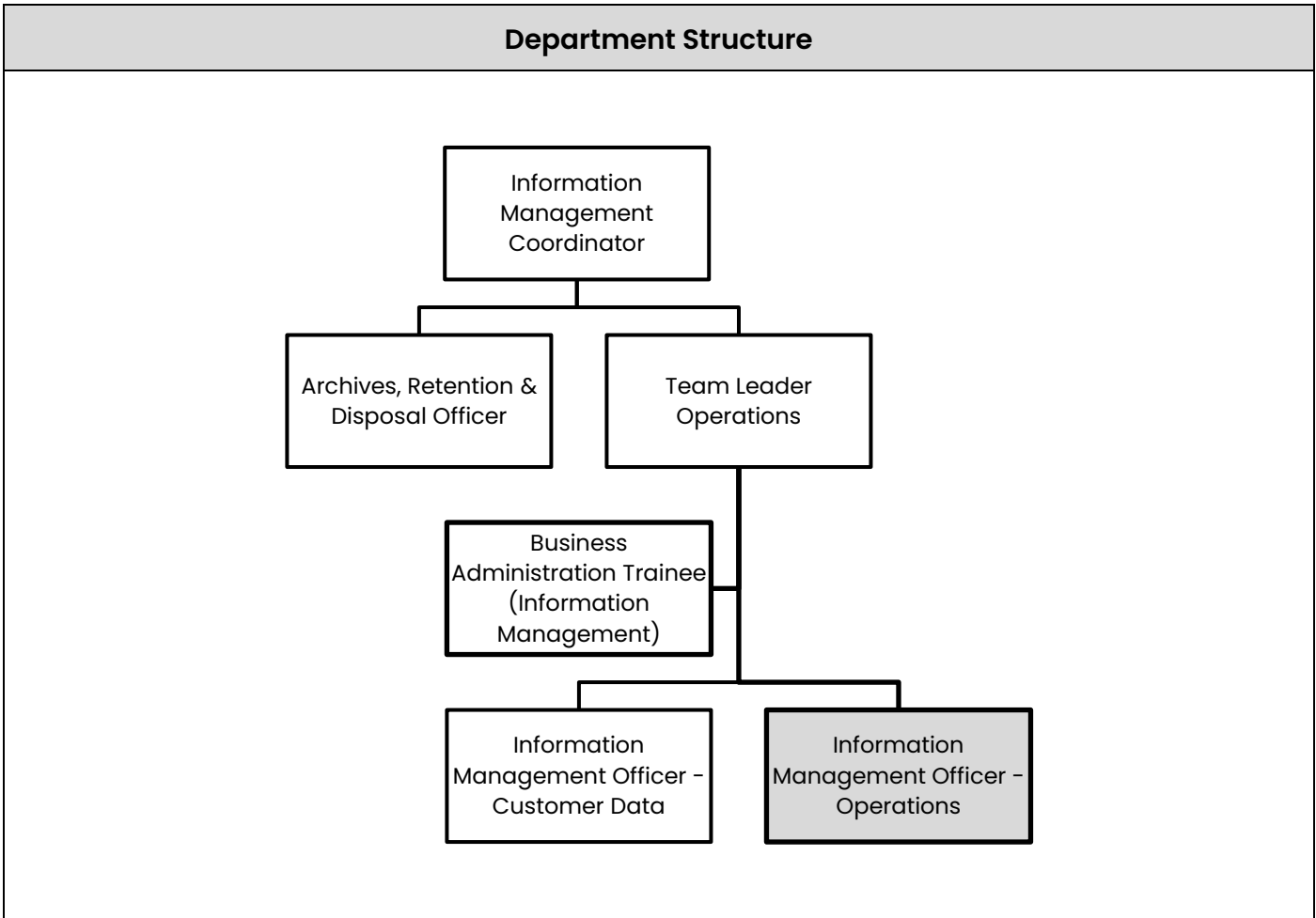


Position Description

Position Title:	Information Management Officer - Operations
Grade:	D
Department:	Governance
Date:	October 2024

Position Purpose
<p>This position is responsible for delivering quality Information Management services to Council in accordance with legislative requirements, policies and procedures. Key duties include capturing and classifying incoming information from various communication channels, distributing information to relevant departments, and identifying and resolving errors to ensure the management and integrity of information throughout the records lifecycle.</p>



Key Result Areas

1. Information Management Functions

Major Actions

- Process high volumes of incoming and outgoing mail for the organisation
- Capture and classify information with accuracy and attention to detail and in accordance with recordkeeping standards and Council business rules
- Ensure the accuracy, integrity and quality of scanned images to enable efficient destruction
- Distribute information to the organisation using various Council systems
- Liaise and negotiate with departments on where to allocate correspondence when unclear
- Process information within nominated timeframes
- Maintain awareness of the records lifecycle and the importance of adhering to capture standards to allow correct retention and timely disposal of Council records
- Maintain physical records, filing systems and storage areas so files are preserved, can be accessed when required and kept secure at all times
- Manage Council information as a corporate asset in line with Council's Records Management framework and best practices
- Ensure compliance with State Records Act, Government retention and disposal policies, standards and Local Government policies.

2. Information Governance

Major Actions

- Awareness of the importance of Information Governance principles to protect privacy, accuracy and ethical use of data
- Adhere to access controls to ensure security and confidentiality of information
- Treat customer information with care and in accordance with Council's Privacy Management Plan
- Maintain information confidentiality in line with Council's Code of Conduct
- Follow Council's Complaint handling procedures when capturing complaints
- Possess an acute awareness of Cyber security standards to minimise risks to Council.

3. Councillor Recordkeeping

Major Actions

- Capture MP and Councillor requests and representations from portal and mailbox
- Acknowledge requests where automation is not in place
- Open Councillor mail ensuring privacy marked mail remains unopened
- Support Councillors in their recordkeeping requirements
- Follow Councillor recordkeeping policy, guides and procedures to ensure prompt and accurate capture of information.

Key Result Areas

4. Equipment and Technology

Major Actions

- Process outgoing mail using relevant mail machines and arrange service and maintenance if required
- Operate scanning equipment such as desktop and large planner scanners with an understanding of associated software
- Troubleshoot and resolve known or initial hardware and software technical issues.
- Liaise with external stakeholders such as mail contractors, equipment providers and vendors as required.

5. Information Requests

Major Actions

- Possess knowledge of current and legacy systems to research and attend to internal requests for information
- Provide information in line with Council access to information policies
- Awareness of Government Information Public Access (GIPA) legislation
- Provide education and advice on Information Management functions and systems.

6. Customer Data Entry

Major Actions

- Create new customers
- Enter data / metadata to accurately reflect the customer information being captured
- Maintain integrity of customer information by identifying and amending any known errors.
- Ensure confidentiality of customer information is within council standards and legislative requirements.

7. System Knowledge, Support and Maintenance

Major Actions

- Solid understanding on how to use both corporate and recordkeeping systems
- Demonstrate technical competence when using software applications including an awareness of integration features and security implications
- Assist staff on most efficient and effective use of systems used by Information Management
- Keep up to date with new and changing technologies
- Troubleshoot errors, promptly raise with ICT and assist with investigation as appropriate
- Identify and raise re-occurring trends to enable process improvement for both the department and organisation.

Key Result Areas

8. Auditing and Reporting

Major Actions

- Audit records content and classification in accordance with Information Architecture to identify and resolve capture errors
- Provide assistance and support to staff with recordkeeping compliance.

9. Procurement

Major Actions

- Maintain stocks and supplies associated with Council's mail service
- Process Invoices for the Information Management department
- Possess an awareness of procurement standards.

10. Customer Service

Major Actions

- Provide effective service to Council customers, internal and the community
- Accurately identify the needs of customers and take appropriate action to satisfy customer needs
- Present a positive image of Council

11. Corporate Governance and Effective Work Practices

Major Actions

- Carry out work in line with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Council's Code of Conduct, Values and relevant policies and procedures
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others and use positive communication techniques
- Resolve workplace conflict in line with Council policy
- Undertake recordkeeping activities in accordance with Council's Records Management business rules, procedures, policies and State Records Legislation

12. Work Health and Safety (WHS)

Major Actions

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- Qualification in Recordkeeping, Business Administration or related discipline or equivalent experience
- Demonstrated experience in the use of Information Management Systems
- Demonstrated knowledge of physical and electronic recordkeeping functions and practices
- Proficient data entry and experience using scanning technology and equipment
- Understanding of recordkeeping compliance and responsibilities for Public Offices under the State Records Act 1998
- Knowledge and understanding of the retention and disposal of information
- Experience in obtaining and providing information to internal customers
- Good effective communication, interpersonal skills and teamwork
- Understanding of Work Health and Safety and Equal Employment Opportunities and principles

Desirable

- Local Government knowledge