Senior Records Management Officer – Records Management

Position no.	E12141	**Work Area Profile**	Information & Decision Enablement
Work Level Classification	Level 5	**Directorate/Business Unit**	Strategy & Policy
Reports to (role)	Manager, Records Management	**Location**	NSW, VIC, WA, SA or QLD
No. direct reports	0-4	**No. of indirect reports**	Nil
Version date	September 2021	**Tenure**	Fixed Term (2 years) Fulltime

Work area profile

Ahpra's overall mission is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. Website: *www.ahpra.gov.au*

In partnership with the National Boards, Information and Decision Enablement Services plays its part by providing easy access to organised and reliable sources of data ensuring the right information is used when making decisions. We do this by overseeing and managing five key services including data engineering; business intelligence and reporting; records and information management; external data exchange and data governance.

We are responsible for ensuring that our service offering meets the needs of our stakeholders; we keep abreast of industry and professional developments; communicate clearly to our stakeholders; and that we seek to continually improve our service offering and performance.

Role purpose

The Senior Records Management Officer is responsible for delivering an environment that supports, facilitates and enables good records management practices by all Ahpra employees. The Senior Records Management Officer manages the day-to-day operations of the national records management team including providing advice and assistance to Ahpra staff in local offices.

Key Accountabilities

- Adhere to and comply with Ahpra record-keeping and document management systems, policies and processes, acting as a role model for records officers and all staff

- Coordinate and oversee the implementation of National policies and processes

- Work with the Manager, Records Management to ensure secondary storage and archiving requirements are in place at the national and local levels

- Ensure compliance with legislative requirements, and professional practices and standards relating to document management

- Contribute to the development and maintenance of records management policies and procedures

- Proactively identify process improvement opportunities and recommend and implement solutions across records and information management processes

- Responsible for coordinating, and providing advice on the effective and efficient classification, retrieval, storage and disposal of Ahpra's electronic and hard copy records

- Perform thorough searches to locate archived documents or files in hard copy or digital formats

- Provide training for Ahpra staff on all aspects of document and records management, and usage of Ahpra's Electronic Document and Record Management System

- Contribute to the delivery of effective and efficient end-to-end services within Records Management

- Assist Manager with monitoring and maintaining service levels and identify and implement improvement opportunities

- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
  - take reasonable care for own and others' health, safety and wellbeing, and
  - adhere to Ahpra's workplace health, safety and wellbeing policies and procedures.

- People Management: Achieving organisational goals by effectively managing the team's and team members' workplace performance. This means to:
  - enhance and encourage direct reports' potential through development and coaching activities
  - take actions to close identified performance gaps in a timely and effective manner
  - comply with Ahpra performance objectives setting, review and development processes, and
  - motivate direct reports' behaviour by providing clear direction and recognition of achievements as well as personally modelling Ahpra standards of behaviour.

Capabilities for the role

The Ahpra Capability Framework applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

Capabilities	Proficiency Level
Commits to customer service	Intermediate
Displays leadership	Intermediate
Generates and delivers the strategic vision	Intermediate
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Foundation
Builds constructive working relationships	Advanced
Communicates effectively	Advanced
Demonstrates accountability in delivering results	Intermediate
Uses information and technology systems	Intermediate
Displays personal drive and integrity	Intermediate

Qualifications/experience

Qualifications/Experience	Required
Qualifications	• Relevant tertiary qualification and/or equivalent level of experience across required areas of expertise

Experience	- Experience of working in a regulatory or compliance-focused environment - Ability to work autonomously as well as part of a team - Proficient across the Microsoft Office suite - Well-developed knowledge of electronic records and document management systems such as Content Manager and proven experience in sentencing and retention using disposal schedules - Well-developed interpersonal and communication skills, together with the ability to develop records and document management policies and procedures

Key relationships

Internal Relationships	External Relationships
Manager - Records Management	Scanning vendors
Registration and Notification Teams	Storage vendors
State and Territory Managers	Mail and Courier vendors
All staff	State and Territory public records