

## Position description

### Records Management Officer



<b>Position no.</b>	E11236	<b>Work Area Profile</b>	Services Hub, Business Services Directorate
<b>Work level/Classification</b>	AHPRA Level 2	<b>Reports to (role)</b>	Senior Records Management Officer
<b>Positions reporting to this role</b>	Nil	<b>Location</b>	Melbourne
<b>Number of indirect reports</b>	Nil	<b>Tenure</b>	Fixed term, full time
<b>Review Date</b>		<b>Closing Date</b>	Please refer to job advertisement

### Position purpose

The **Records Management Officer** will assist in delivering an environment that supports, facilitates and enables good records management practices by all AHPRA employees. The Records Management Officer actively contributes to the day-to-day operations of the local records management team including providing support and assistance to AHPRA staff in local offices.

### Work Area Profile

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 four prime services including business intelligence; records and information management; financial management and reconciliation; and decision support services.

We are responsible to ensure 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.

## Key Result Areas

Accountabilities	Key Activities
<b>Records Management</b>	<ul style="list-style-type: none"> <li>▪ Provide timely and accurate processing of all incoming correspondence according to AHPRA's records management procedures and service standards using the electronic document and records management systems</li> <li>▪ Ensure state / territory records comply with AHPRA record-keeping and document management systems, policies and processes</li> <li>▪ Assist in the local implementation of National policies and processes</li> <li>▪ Arrange for the accurate and efficient distribution of incoming and outgoing correspondence</li> <li>▪ Provide efficient, accurate and timely scanning for all incoming and outgoing documents</li> <li>▪ Catalogue the daily incoming and outgoing correspondence within the required timeframes using the electronic document and records management systems</li> <li>▪ Ensures compliance with legislative requirements, and professional practices and standards relating to document management</li> <li>▪ Conduct daily quality assurance of data by ensuring it is titled, catalogued and stored accurately</li> <li>▪ Monitor the location of hard copy records at all times by recording the correct location through the electronic document and records management system</li> <li>▪ Monitor scanners and scanning software to ensure they are maintained and in working order</li> <li>▪ Prepare and lodge courier requests electronically to meet the set timeframes</li> <li>▪ Other duties as required by the Head of Records Management</li> </ul>
<b>Archiving and document retrieval</b>	<ul style="list-style-type: none"> <li>▪ Responsible for supporting the effective and efficient classification, retrieval, storage and disposal of AHPRA's electronic and hard copy records and documents across the local office(s)</li> <li>▪ Coordinate the archiving of hard copy records and those sent to temporary secondary storage facilities</li> <li>▪ Conduct audits on files and amalgamated archive files to ensure compliance with relevant standards and policies</li> <li>▪ Conduct detailed investigations to locate documents</li> </ul>
<b>Business operations and support</b>	<ul style="list-style-type: none"> <li>▪ Ensure records management systems are kept up to date with all relevant information, including maintaining all compliance records and correspondence</li> <li>▪ Provide assistance and training to employees in the use of AHPRA's electronic document and records management system and escalate more complex matters via the service desk</li> <li>▪ Provide assistance to staff with queries relating to records management procedures and guidelines and the AHPRA's electronic document and records management system</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>▪ Adopt a mindset of learning, growth, support and curiosity amongst team members – help yourself and others be the best they can be</li> <li>▪ Develop and maintain a positive rapport and effective working relationships with internal and external stakeholders</li> </ul>
<b>Quality Service Delivery</b>	<ul style="list-style-type: none"> <li>▪ Contribute to the delivery of effective and efficient end-to-end services within Service Stream</li> <li>▪ Identify and escalate continuous improvement opportunities</li> <li>▪ Respond promptly to stakeholder requests, collate and disseminate relevant information, resolve standard problems, escalate issues when required, and effectively prioritise responses to stakeholders</li> </ul>

<b>AHPRA Values</b>	
<b>Service</b>	<p>We:</p> <ul style="list-style-type: none"> <li>✓ Listen, and ask how can I help you?</li> <li>✓ Finish whatever we start</li> <li>✓ Are approachable, reliable and accountable</li> </ul>
<b>Collaboration</b>	<p>We:</p> <ul style="list-style-type: none"> <li>✓ Stop, listen, respect and act</li> <li>✓ Actively engage with others</li> <li>✓ Share knowledge and seek feedback</li> </ul>
<b>Achievement</b>	<p>We:</p> <ul style="list-style-type: none"> <li>✓ Are clear on the outcomes we require</li> <li>✓ Provide regular updates on work activities</li> <li>✓ Identify and address priorities and recognise success</li> </ul>
<b>Our way of working</b>	<ul style="list-style-type: none"> <li>▪ Operate in accordance with AHPRA's values and "<i>way of working</i>" in day-to-day work activities</li> <li>▪ Comply with AHPRA's Code of Conduct and all other AHPRA policies and procedures including ensuring adherence to the obligations set out in: <ul style="list-style-type: none"> <li>✓ AHPRA's workplace health and safety policies and procedures</li> <li>✓ Equal Opportunity and Harassment &amp; Bullying Policies</li> <li>✓ Confidentiality and Privacy Policies</li> </ul> </li> <li>▪ Adhere to and apply the information contained in any mandatory or job related training</li> <li>▪ Deliver a professional, customer-focused service to internal and external customers</li> <li>▪ Identify and participate in opportunities to develop knowledge, skills and experience as well as personal development activities as part of AHPRA's Performance &amp; Development Planning process</li> </ul>
<b>Personal Attributes</b>	
<ul style="list-style-type: none"> <li>▪ Visibly display positive behaviours by promoting a unified culture</li> <li>▪ Is supportive and open to change and considers what adjustments need to be made to align with AHPRA's requirements</li> <li>▪ Identifies barriers to completing work requirements and seeks to resolve in consultation with team members and manager</li> <li>▪ Takes responsibility for completing tasks and maintaining a consistent level of performance</li> <li>▪ Seeks to develop knowledge, skills and capabilities to support changing service delivery requirements and to meet required service delivery standards</li> <li>▪ Is open and receptive to feedback on performance, including identifying opportunities for improvement</li> <li>▪ Is constructive when raising concerns about change proposals and seeks to identify ways to adapt approach to service delivery</li> <li>▪ Communicates ideas in a clear and constructive manner</li> <li>▪ Works in consultation with team members and customers to ensure a clear understanding of service delivery requirements</li> </ul>	

- Demonstrates a willingness to work effectively with others

## Key requirements

Key Relationships	Qualifications/Experience
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>▪ National Directors (Regulatory Operations, Strategy &amp; Policy, Business Services)</li> <li>▪ Managers</li> <li>▪ Professional Services</li> <li>▪ Services Hub:               <ul style="list-style-type: none"> <li>- People Lifecycle Services</li> <li>- Environment, Connectivity &amp; Support Services</li> <li>- Information &amp; Decision Enablement</li> <li>- Supplier, Partner &amp; Contract Services</li> </ul> </li> <li>▪ Performance and Innovation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrable base of expertise across the required discipline(s)</li> <li>▪ Experience of working in a regulatory or compliance-focused environment</li> <li>▪ Ability to work autonomously as well as part of a team</li> <li>▪ Proficient across the Microsoft Office suite</li> <li>▪ Knowledge of electronic records and document management systems such as HP TRIM and experience in sentencing and retention using disposal schedules</li> </ul>