

## Position Description

Position title	Information Management Officer	Reports to	Information Services Manager
Department	Business and Finance	Status	Permanent Full Time and Part Time
Position classification	Level 3	Roles reporting to this position	N/A
Key stakeholders	<ul style="list-style-type: none"> <li>o Council</li> <li>o Community</li> <li>o Manager Information Services</li> <li>o Information Services Team</li> <li>o General Management group and Management group</li> </ul>		
Special conditions	<ul style="list-style-type: none"> <li>o Driver's licence</li> <li>o Flexible hours, may include after hours</li> <li>o General employment probity and/or Working with children check</li> <li>o Based at the Kapunda Office but may work from other locations within the Council</li> </ul>		

## Position Purpose

The Information Management Officer is a qualified individual whose role is to maintain an effective, efficient, secure, and compliant Records and Information Management system (physical and electronic); ensuring records throughout their lifecycle are administered in compliance with the State Government Records Act and Councils Record Management Program (structure, policies, procedures, and processes). In addition, the Information Management Officer will be required to act as an intermediary between the Customer and Council by attending to customer enquiries, cashiering duties, facilities management and providing appropriate information and referral within the agreed service levels to maximise customer satisfaction; and may be asked to assist with business projects that relate to Information Services.

# Our Vision, Mission and Values

## Vision

“Respecting the past, partnering with our community, and sustainably creating our future”

## Mission

To be regarded as an exemplary Council that puts the people of Light first, while creating a place that is also welcoming to visitors. Through the services we deliver, we will provide the basis for a community that can grow sustainably, but always within our environmental and financial means.

## Our Values

As a Council we will be guided at all times by:

- Foundation values of respect, honesty and integrity;
- Showing leadership;
- Having a constant awareness of the community we serve;
- Our need to be financially viable (through the core principles of Growth, Reform Innovation and Discipline);
- Striving for quality outcomes; and
- A focus on achieving positive environmental sustainability outcomes from Council's activities.

These values express how the Council operates, lives, breathes and expresses itself through its daily duties.

## Position Link to the Strategic Plan

1.6	Community	Implementation of System Improvements and Efficiency Gains
1.7	Community	Ongoing Improvements in Communications Using Digital Platforms

# Required behaviours

Core behaviours	Descriptor
Self-awareness	<ul style="list-style-type: none"> <li>○ Shows strong emotional intelligence in effectively managing a range of situations.</li> <li>○ Has insight into own strengths and development areas and uses this to learn and grow.</li> <li>○ Is open to feedback, including constructive feedback &amp; takes action to address development areas.</li> <li>○ Proactively seeks opportunities to broaden skills, leadership and personal impact.</li> </ul>
Drives performance	<ul style="list-style-type: none"> <li>○ Achieves results through being focused and working with the intention of creating results that benefit the stakeholders in any given situation, creating value through accomplishments.</li> <li>○ Motivates others to achieve positive outcomes.</li> </ul>
Collaborates to achieve value-add outcomes	<ul style="list-style-type: none"> <li>○ Fosters an environment that emphasizes knowledge sharing and group participation.</li> <li>○ Values, seeks and draws upon a broad range of views before drawing conclusions.</li> </ul>
Inspires, connects and motivates	<ul style="list-style-type: none"> <li>○ Able to be their authentic self.</li> <li>○ Connects with and advocates the team's vision, mission, values and behaviours.</li> <li>○ Understands how their individual role serves the functional (department), business and corporate strategy and inspires their peers through the results they deliver.</li> </ul>
Champions change and innovation	<ul style="list-style-type: none"> <li>○ Models and maintains a positive constructive approach to change for the team.</li> <li>○ Actively encourages and supports creative thinking in self and team and has courage to think outside the box.</li> <li>○ Is prepared to fail but determined to make a positive difference.</li> <li>○ Encourages team to identify and report issues, and promptly addresses them.</li> </ul>
Lives the values	<ul style="list-style-type: none"> <li>○ Actively lives and demonstrates the team's values as well as Council values i.e. Leadership; Environmental and Financial Sustainability; and Respect/Honesty/Integrity in all work activities.</li> <li>○ Understands how the values relate to their work role.</li> <li>○ Recognises and celebrates collaborative teamwork.</li> <li>○ Pro-actively addresses situations where the values are not being displayed i.e. not afraid to catch and call.</li> </ul>

# Required skills

People & leadership competencies	Descriptor
Effective verbal communication	<ul style="list-style-type: none"> <li>○ Ability to speak confidently, clearly, and with humility (E).</li> <li>○ Takes an inclusive approach to communication, recognising the diverse needs of internal and external customers (E).</li> <li>○ Understanding of audience, tone, language, the active listening (E).</li> <li>○ Excellent literacy skills (E).</li> </ul>
Ability to build and maintain relationships	<ul style="list-style-type: none"> <li>○ High emotional intelligence with an ability to build trust, mutual respect.</li> <li>○ Mindful, welcomes diversity, open communication, respecting individual contributions and styles.</li> </ul>
Effective time management and ability to prioritise tasks	<ul style="list-style-type: none"> <li>○ Plan, prioritise and allocate tasks to meet individual, team and corporate objectives within the required timeframe.</li> </ul>
Understand and navigate the organisation	<ul style="list-style-type: none"> <li>○ Strategic focus and alignment.</li> <li>○ Seek business opportunities.</li> <li>○ Political acumen.</li> <li>○ Actively participates in organisational initiatives and improvements.</li> </ul>
Technical and administrative competencies	Descriptor
Qualifications. Experience and Knowledge	<ul style="list-style-type: none"> <li>○ Certificate III in records management, information management or a related discipline desirable.</li> <li>○ Minimum 2 years' records management experience with practice in the operation of Electronic Document and Records Management Systems ideally within local government.</li> <li>○ Knowledge of records management principles and practices including indexing, classifying, sentencing, archiving, monitoring, boxing, and listing.</li> <li>○ Ability to track the life cycle of files from their creation to their closing.</li> <li>○ Experience in providing excellent customer service internally and externally..</li> <li>○ Demonstrated experience in the use of Microsoft Office 365 and other technologies with an ability to learn new systems and perform basic troubleshooting.</li> <li>○ Knowledge of the Local Government Act, State Records Act, Freedom of Information Act, Information Privacy Principles, Regulations and General Disposal Schedule for records management.</li> </ul>

	<ul style="list-style-type: none"> <li>○ Ability to review and analyse records management systems and procedures for optimal performance, with an interest in best practice and emerging trends.</li> <li>○ Ability to manage time and prioritise tasks in a customer service environment.</li> </ul>
Records Management	<p>Under the regular direction of the Information Services Manager, provide records management services and support Council wide to ensure compliance with statutory requirements by undertaking the following but not limited to:</p> <ul style="list-style-type: none"> <li>○ Binding of Council Minutes</li> <li>○ Folder Creations - Oversee file management to organise financial years (June) and calendar years (December). Oversee file management for Compliance.</li> <li>○ Information Management Compliance - Review and audit Councils EDRMS (inc. what has been deleted), report on internal compliance, and collaborate with State Records to ensure internal and external compliance in relation to appropriate acts and standards.</li> <li>○ File management - inc. End of year file return and file retrievals</li> <li>○ Monitor records@light to effectively manage the electronic exchange of internal information and record management requests.</li> <li>○ Register legal documents</li> <li>○ Records and Information Management System and Record Management Program Auditing</li> <li>○ Provide staff training on Councils Electronic Document Record Management System (EDRMS) and ensure all staff are aware of their obligations under the State Records Act.</li> <li>○ Record retention and disposal - Navigate retention requirements and record disposal to ensure the effective purging, retention and permanent storage of records in line with Council's policies and General Disposal Schedules.</li> <li>○ Manage user access in Council's EDRMS with the required permissions, folders, and access, and maintain an effective record.</li> <li>○ Monitor Tenders@Light</li> <li>○ Special Requests - Assist with complex research - FOI, old file system, ombudsman, legal etc.</li> <li>○ Offsite Storage - Coordinating records for storage, updating spreadsheet to match with Council's list &amp; entering additional data</li> <li>○ Participate in continuous improvement workshops to optimise Council's information management processes and</li> </ul>

	<p>systems.</p>
<p>Back up support Customer Service</p>	<p>Under the regular direction of the Information Services Manager, be responsible for the provision of the customer service experience and being the interface between Council and the Community, by undertaking the following but not limited to:</p> <ul style="list-style-type: none"> <li>○ Provision of courteous, efficient and consistent standard of quality customer service in accordance with existing guidelines and procedures.</li> <li>○ Delivery of a range of Council services as required, including assisting with enquiries, receipt of Council monies and general customer services.</li> <li>○ Receiving and processing all monies including:- <ul style="list-style-type: none"> <li>● registering cash and cheques</li> <li>● process EFTPOS transactions</li> <li>● allocation to general ledger codes</li> <li>● arrange banking</li> <li>● raising purchase orders</li> </ul> </li> <li>○ Balancing and reconciliations of floats</li> <li>○</li> </ul>
<p>Back up Support Administration</p>	<ul style="list-style-type: none"> <li>○ Process Courier Internal Transfers</li> <li>○ Process Courier Deliveries</li> <li>○ Office Supplies - Ensure adequate kitchen supplies, collection of daily mail from Australia Post and newspaper.</li> <li>○ Ensure start up and shutdown - Deliver effective and efficient administrative service to customers contacting Council via the Kapunda Head Office or online via light@light, within the agreed service levels and behaviours to drive customer satisfaction.</li> <li>○ Registration of Media Releases and Public Notices - Review and register media/press releases and public notices.</li> <li>○ Committee Room Set Up and Clean Up - Set-up and clean-up of Committee room.</li> </ul>

Policies and compliance	<ul style="list-style-type: none"> <li>○ Maintain awareness and compliance with all Council and Administrative Policies, Procedures and Codes. Where applicable, ensure all work is undertaken within properly delegated authority, and is compliant with relevant legislation.</li> </ul>
Records Management	<ul style="list-style-type: none"> <li>○ Ensure Records Management activities are in accordance with Council policies and procedures and in accordance with the State Records Act 1997, Freedom of Information Act 1991, and Local Government Act 1999.</li> </ul>
Work, Health and Safety	<ul style="list-style-type: none"> <li>○ Read and comply with all Council policies, procedures and instructions in relation to work, health and safety (WHS) and injury management/return to work.</li> <li>○ Ensure a full understanding of legislative Work Health Safety and Injury Management/Return to Work responsibilities and accountabilities.</li> <li>○ Report and respond to hazards, incidents or near misses, action safety reports and actively participate in investigations.</li> <li>○ Participate in safety inspections in accordance with legislative and internal Council requirements.</li> <li>○ Actively contribute to WHS training needs analysis and attend all relevant WHS induction and training.</li> <li>○ Actively support WHS consultation and communication processes.</li> <li>○ Take reasonable care of your own safety and ensure your actions do not adversely affect others in the workplace including being under the effects of alcohol or drugs.</li> <li>○ Actively maintain a safe working environment.</li> </ul>

# Confidentiality

Security and confidentiality is a matter of concern for all persons who have access to information systems. Each person accessing the Light Regional Council documents and resources holds a position of trust relative to this information and must recognise the responsibilities entrusted in preserving the security and confidentiality of this information.

Therefore, all persons who are authorised to create or access documents and resources must read and comply with the following standard.

- Respect the privacy and rules governing the use of any information accessible through the information management system or network and only utilise information necessary for the performance of work duties.
- Respect the procedures established to manage the use of the information management and systems.
- Do not seek personal benefit or permit others to benefit personally by any confidential information or use of equipment available in accordance with the Light Regional Council Employee Code of Conduct.
- Do not access, exhibit or divulge the contents of any records or reports except to fulfil work duties.
- Do not knowingly include or cause to be included, or exclude or cause to be excluded, in any records or report, an inaccurate or misleading entry.
- Ensure that documents and resources accessed through the information management system containing sensitive and/or confidential employee information will only be disclosed to those authorised to receive it.
- Understand that all access to systems will be audited regularly.

Persons breaching this standard either during or after serving as an employee of the Light Regional Council, may be subject to penalties, including disciplinary action and dismissal.

## Disclaimer

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

Job description authorised by		Signature	
Job description agreed by		Signature	
Date job description commenced		Date job description last reviewed	