

Consultant – Records Management

This is an exceptional opportunity in records management! CouncilFirst is looking for a highly skilled and experienced records manager who can provide expert records management advice to our local government clients. You will lead the project team in implementing the CouncilFirst Records Solution and play a key role in attracting new customers. This position is designed to capitalise on your wide-ranging skills and experiences.

About Us

CouncilFirst is a dedicated Open Systems Technology (OST) division, specialising in local government solutions. Founded in 1992 in Adelaide, we are committed to delivering innovative IT solutions tailored to the administrative challenges Australian councils face.

We recognise the unique challenges local governments encounter, from outdated legacy systems that cannot scale to fragmented data silos that hinder collaboration and efficiency. CouncilFirst delivers a fully integrated, cloud-based solution that offers unmatched functionality, compliance, transparency, and efficiency. In partnership with Microsoft, and by harnessing the power of Dynamics 365, Modern Workplace, and Azure, we provide a secure, scalable platform to facilitate councils' digital transformation journeys. Join us in shaping the future of local government!

The Role

The records management consultant offers specialised advice, project management services, and customer engagement support to attract new clients to CouncilFirst and assist them in improving their records management practices.

Records Management

- Deliver written strategic records management services, including developing recordkeeping plans, reports, policies, and procedures.
- Provide timely and high-quality records management advice and services to colleagues and customers and be responsible for ensuring the quality, integrity, and validity of the advice provided.
- Provide records handling and systems training to end users.

Project Management

- Coordinate project resources for the implementation of CouncilFirst's eDRMS solution.
- Manage project work objectives and outcomes.
- Document and maintain project schedules.
- Manage stakeholder expectations.

Relationship Building

- Help attract new customers by showcasing CouncilFirst's eDRMS solution to potential clients.
- Contribute to responding to tender, request for quote and expression of interest requests.
- Establish and maintain open and effective working relationships with management, colleagues and project stakeholders to ensure objectives are achieved.

Key Selection Criteria:

- Demonstrated understanding of applying general retention and disposal authorities, access permission controls, digitisation programs, disposal requirements, and best practices for physical and electronic records management.
- High-level problem-solving and strategic skills, including involving oneself and others to achieve a shared goal or resolve differences.
- Proven ability to develop innovative solutions and provide sound, well-formulated, evidence-based advice on complex issues.
- Demonstrated high-level interpersonal, oral, and written communication skills, including an ability to represent views and negotiate successfully.
- Demonstrated ability to respond flexibly to changing priorities, show initiative and manage sensitive issues with tact, discretion, and strict confidentiality.
- A relevant tertiary qualification or equivalent significant work experience in records management.
- Ability to operate autonomously.

Corporate Responsibilities

The incumbent is responsible for:

- Maintaining accurate and complete internal project records.
- Responding to internal and external requests efficiently and effectively.
- Maintaining a diverse, accessible, respectful, inclusive, and culturally safe workplace.

Primary Report:

- Senior Consultant, Information Management.

Key Relationships / Interactions:

- Executive Director, Office Manager, and staff.
- Customer's executive managers, records officers and staff.
- External service providers.

Special Conditions

- Applications from those wishing to work less than full-time hours are welcomed.
- CouncilFirst uses Microsoft Teams to interact with customers and off premises colleagues.
- Some out of hours work and interstate travel may be required.

Applications:

Please send your written application along with a cover letter, limited to two pages, detailing your relevant experience and skills to:

recruitment@councilfirst.com.au

attention: The Recruitment Officer.