

POSITION DESCRIPTION

POSITION DETAILS

Position Title	Coordinator Business Information Services
DIRECTORATE	Corporate Services
Reports To	Manager Governance & Risk
Supervises	2 FTE plus casual staff and volunteers
Grade	7
Date Prepared	January 2023
Date Last Updated	n/a

1. POSITION PURPOSE

- a) Develop, promote and support a sound document and recordkeeping framework
 - b) Develop, implement and enforce corporate wide information management programs and practices in line with statutory and organisational mandates
 - c) Provide practical support to all information dependent business units to ensure that good information management practices are incorporated in the design of business processes
 - d) Provide document registration and workflow support (workflow design and tracking intelligence) for incoming correspondence and other workflowed records
 - e) Actively promote business excellence as an integral part of the services delivered by the Business Information Services team
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2. ACCOUNTABILITIES

- a) Deliver document and records management services that are well integrated with business processes throughout the organisation
 - b) Maintain and enforce standards for business information management across all corporately sanctioned business systems and business system applications
 - c) Promote information management within the organisation as a key enabler of business excellence
 - d) Ensure that statutory requirements for the management, preservation and disposal of business records are met
 - e) Deliver / facilitate user education in information management techniques and key tools for managing business information
 - f) Cultivate the development of information management champions across the organisation
 - g) Maintain robust standards of user accreditation and control in relation to access and use of the central electronic document and management system (EDRMS)
 - h) Ensure that critical management documentation is developed and maintained in relation to the responsibilities of the Business Information Services function e.g. Records
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Management Strategy; corporate standards and practices for information management; multi-media user education resources on using the electronic document and EDRMS

- i) Actively undertake compliance monitoring across the organisation in relation to practices for creating, collecting, describing, storing and preserving corporate information
- j) Maintain and regularly test business continuity planning for management of vital records
- k) Partner with other key information governance professionals within the council to ensure that a robust information governance framework is effectively sustained e.g. consistent and effective control over name and address register (NAR) records; business information classification; design and implementation of information access security protocols; privacy management
- l) Serve as a better practice role model to members of the Business Information Services team – this includes actively leading, inspiring, mentoring, coaching and creating an environment in which they can flourish in line with organisational values and effectively achieve organisational objectives
- m) Manage monitoring and reporting for relevant commitments under the integrated planning and reporting framework of the council, as well as business process service standards for Business Information Services
- n) Assist the Manager Governance & Risk with planning, managing and reviewing the business information function – including relevant budget details to ensure cost effectiveness, achievement of budget targets, delivery of savings and innovations, plus supporting accurate and timely reporting of budget performance
- o) Routinely monitor, evaluate and address the performance and culture of the Business Information Services team to ensure that services provided are meeting standards, expectations and commitments
- p) Facilitate and control the development, implementation, review and maintenance of systems and procedures – includes system administration of the council EDRMS and project management initiatives for introducing or improving capabilities
- q) Ensure that the Manager Governance & Risk is provided with clear and timely advice on any issue which may significantly affect council officers, the community and / or service delivery
- r) Cultivate healthy and productive relationships with the following key internal stakeholders
 - Business process owners and managers of processes that are highly dependent on information collection, management and access
 - Customer Service specialists
 - Data entry and content manager specialists
 - Information Technology specialists
 - Right to Know specialists
 - Specialist users of the NSW Planning Portal
 - Knowledge workers
 - Nominated custodians / owners of corporate information collections and tools
- s) Cultivate healthy and productive relationships with the following key external stakeholders including
 - State Records NSW
 - Museums of History NSW
 - Commercial providers of off-site storage of semi-active physical records
 - Suppliers of archival, digitisation and automated indexing services

- Suppliers of secure document destruction services
 - t) Other duties, as directed by the Manager Governance & Risk, which are consistent with the position purpose statement.
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3. SELECTION CRITERIA

Essential Criteria

- a) Relevant tertiary qualifications in a discipline such as business, governance or information sciences
- b) Applied knowledge of statutory requirements and methods of compliance in relation to document and records management in the NSW public sector environment (state and / or local government)
- c) Extensive experience in using and administering business information management software (e.g. Content Manager or ECM) and integration with other business system software applications such as those used to manage property data
- d) Experience with major software implementation and upgrade projects
- e) Sound skills in relevant areas of legislative compliance monitoring and reporting
- f) Applied understanding of information asset life-cycle management (physical, digital and digitised assets)
- g) Skills in leading and managing people
- h) Proven ability to manage, design and improve business processes, with a focus on opportunities and problem solving
- i) Solid skills in development and maintenance of critical business documentation e.g. strategies; policies; procedures; compliance monitoring reports; business proposals; user education materials
- j) Customer relationship management skills and user education skills

Desirable Criteria

- i. Local government experience in NSW
 - ii. Workflow design experience
 - iii. Experience with design and implementation of key tools such as business system classification schemes, user access security frameworks, workflow frameworks and service standards
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4. WH&S RESPONSIBILITIES

Supervisors and Team Leaders are responsible for the day to day supervision of their employees, contractors and volunteers and for ensuring all tasks are performed safely. In particular, they shall:

- Ensure all tasks are performed in accordance with Legislative requirements;
 - Ensure all tasks are performed in accordance with the safe work method statements and safe operating procedures;
 - Review all Council activities and undertake steps to improve safety;
 - Promote WH&S with employees, contractors, volunteers and the public;
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- Ensure reported hazards and other WH&S issues are dealt with immediately or discussed with Senior and/or Middle Managers without delay;
- Ensure employees, contractors and volunteers participate in relevant WH&S training;
- Ensure that injured employees, contractors and volunteers are adequately cared for immediately following an accident;
- Investigate incidents and near misses, take action and/or make recommendations to ensure they do not re-occur.
- Promote the use of and maintenance of PPE at all times;
- Ensure employees, contractors and volunteers wear the correct PPE at all times;
- Ensure others visiting the worksite are inducted and wearing the correct PPE at all times

5. CODE OF CONDUCT

Behave ethically at all times and adhere to the relevant *Burwood Council Code of Conduct*.

6. POLICIES, CORPORATE PRACTICES AND PROCEDURES

Comply with relevant Council policies, corporate practices, procedures and guidelines.

7. RECORDS MANAGEMENT

Routinely create full and accurate records within corporately sanctioned systems, treat records with care, and ensure that records are managed securely.

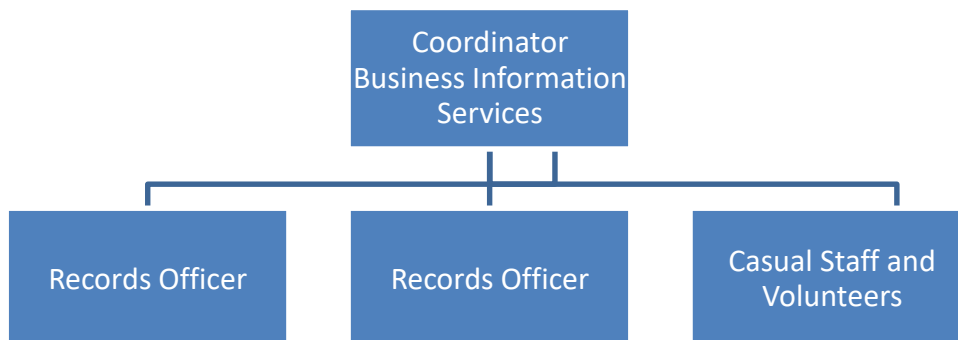
8. RISK MANAGEMENT

Responsible for supporting and promoting a risk management culture by being actively involved in the management of risk. Recognise and accept that risk management is your responsibility and is to be applied to all aspects of your duties.

9. LIMITS OF AUTHORITY

This position is granted powers by the General Manager in accordance with the prevailing version of the instrument of *Delegations and Authorisations from the General Manager*.

10. ORGANISATIONAL RELATIONSHIPS



11. EMPLOYEE ONLY

I have read and understand the content of this Position Description and undertake to meet the key accountabilities in an appropriate manner.

Name

Signature

Date

12. PEOPLE AND CULTURE USE ONLY

Item	Yes	No
a. Does this position fall under the definition of child-related employment?		✓
b. Does this position require incumbent to undergo criminal reference check?	✓	
c. Does this position require incumbent to possess a driving licence? Licence Required – C Class		✓
d. Is this position identified as one with 'Designated Person' status under section 4.8 of the Burwood Council Code of Conduct, and thus oblige the occupant to routinely lodge Disclosure of Interest Returns in accordance with the Code?		✓