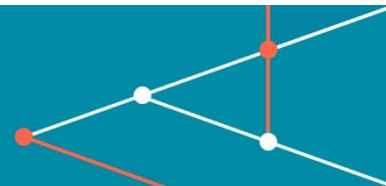


Court Services Victoria

Position Description



Position Details

Position Title:	Records Disposition Program Manager
Position Number:	JS0646
Jurisdiction/Business Area:	Court Services Victoria
Unit/Branch:	Office of General Counsel
Classification/Grade:	VPS 5.2
Employment Status:	Ongoing, full-time
Position Reports To:	Records Manager, CSV
Location:	Melbourne CBD
Position Contact:	Michelle Tolliday, Records Manager, CSV

Organisation Environment

Across Victoria's justice system, the Supreme, County, Magistrates', Children's, and Coroners Courts, the Victorian Civil and Administrative Tribunal (VCAT), the Judicial College of Victoria, the Judicial Commission of Victoria, and Court Services Victoria (CSV) are referred to collectively as 'the Courts Group'.

Court Services Victoria (CSV) provides services and facilities to support the performance of the Courts Group, and our people enable the Courts Group to deliver on its strategic priorities while pursuing strategic opportunities that are interconnected and deliver benefits more broadly.

Role Purpose

CSV's Records Disposition Program Manager is responsible for the establishment and ongoing management of the Courts Group's records disposition program, under the direction of CSV's Records Manager; and supports jurisdictions to efficiently and effectively manage the disposition of records in line with the requirements of the *Public Records Act 1973* (Vic).

As the Records Disposition Program Manager, you will be a major contributor to enhancing the Courts Group's continuous improvement approach to information management. You will build and manage a multi-jurisdictional Records Disposition Program comprising the relevant governance and oversight framework (including monitoring and reporting), service catalogue, policies and procedures, and guidance, tools, and training to help facilitate quality information storage management, ensure regular lawful information destruction, and minimise information over-retention.

Your establishment of this program includes development and implementation of:

- an environmental analysis and scoping study to inform the Program's development
- a Program governance and oversight framework (including performance monitoring and reporting)
- a service catalogue
- an artefact suite to support and facilitate the Program, including (but not limited to) relevant policies, procedures, and guidance, tools, and training
- a Program implementation plan that includes establishing and monitoring annual records disposition schedules for each of the members of the Courts Group

Your ongoing management of this program includes:

- supporting the Courts Group to design and implement local-level records disposition programs in alignment with the broader records disposition framework
- assisting with management of services under the Courts Group disposition services provider contract

- collaborating with CSV's Digital Services team to support best practice data appraisal
- providing expert advice to Courts Group staff in relation to records disposition on-request
- monitoring and reporting on the performance of the Records Disposition Program
- establishing and managing an information management student placement program (specific to records disposition)
- providing expert advice on-request to Courts Group staff in relation to records disposition
- managing an information management student placement program management (specific to records disposition).

Key Accountabilities

- Lead the development, delivery, and ongoing management of a complex, multi-organisational, physical and digital records disposition program that adapts in response to the evolving priorities of the Courts Group, comprising:
 - design, implementation, and ongoing supervision of local-level disposition processes that align with organisational business needs and obligation
 - information retention management in line with the requirements of multiple Retention and Disposal Authorities
 - coordination of permanent records transfer
 - design, implementation, and ongoing oversight of a centrally-managed lawful destruction process
- Manage CSV's Records Disposition service delivery model and provide specialist disposition advice across the Courts Group
- Forward planning that identifies and responds to new and emerging strategic issues impacting information disposition across the Courts Group
- Manage effective relationships with strategic and operational stakeholders to drive program implementation and continuous improvement across Courts Group Organisations

Key Selection Criteria

Specialist/Technical Expertise

Demonstrated experience in:

- program-level disposition management, including disposition schedule design and oversight
- managing records disposition in a multi-agency/multi-entity capacity
- designing and implementing lawful destruction processes for physical and digital records
- coordination of Approved Public Record Officer Storage Supplier services in a multi-agency environment

A working knowledge of:

- Victoria's public sector information legislative and regulatory environment
- traditional electronic document and records management systems (including TRIM/Content Manager)
- records management within a multi-tenant Office/Microsoft environment
- functional analysis
- legacy physical and digital public records appraisal

Capabilities	Level Descriptor
Engaging with others	<ul style="list-style-type: none"> • Initiates activities that build and maintain relationships with clients and stakeholders • Liaises effectively with others by building and maintaining relevant networks within CSV and with jurisdictions • Considers critical client needs and expectations and applies appropriate expertise and responses to meet these • Leads initiatives to improve client and stakeholder engagement within and across jurisdictions
Planning and Organising	<ul style="list-style-type: none"> • Demonstrates well developed planning and organisation skills • Develops and applies systems and procedures to plan, organise and deliver

	operational outputs <ul style="list-style-type: none"> • Sets priorities and monitors workflows to deliver workplace objectives within required timeframes • Identifies, secures and allocates resources to deliver quality service outcomes.
Analytical thinking & problem solving	<ul style="list-style-type: none"> • Conducts critical analysis of workplace issues to determine their scope, causes and impact • Applies structured problem-solving techniques to address workplace issues and deliver improved outcomes • Applies experience and knowledge of work processes and practices to resolve complex issues • Consults widely with clients and other stakeholders to fully understand and resolve service delivery problems
Monitoring and evaluating	<ul style="list-style-type: none"> • Monitors and evaluates organisational performance against strategic and operational priorities and objectives. • Resolves complex and /or sensitive performance issues

Behaviours

<ul style="list-style-type: none"> • Service Excellence Committed to delivering quality outcomes and services 	<ul style="list-style-type: none"> • Upholds high standards • Focused on meeting commitments • Dedicated to improving outcomes for clients, stakeholders and the work of courts and jurisdictions • Ensures services deliver public value
<ul style="list-style-type: none"> • Courage Always acts in the best interests of CSV and the jurisdiction concerned 	<ul style="list-style-type: none"> • Provides objective, frank and fearless advice within the organisation • Challenges inappropriate behaviours • Constructively challenges existing paradigms in pursuit of organisational growth and development
<ul style="list-style-type: none"> • Integrity Principled, and focused on honesty, transparency, objectivity and fairness 	<ul style="list-style-type: none"> • Consistently acts in accordance with the values of the public sector • Makes ethical decisions • Reports suspected misconduct, fraud and corruption • Identifies, declares and manages real or perceived conflicts of interest • Actively works to maintain public trust and confidence in Victorian Courts and Tribunals
<ul style="list-style-type: none"> • Respect Values others and respects difference 	<ul style="list-style-type: none"> • Values diversity • Embraces a broad range of social, cultural customs values and beliefs • Inclusive and welcoming • Treats others fairly and equitably • Values and acknowledges the work and efforts of colleagues

Qualifications

- While formal information management qualifications will be well-regarded, experience in program-level design and implementation is prioritised

Important Information

The salary range for this position is set out in Schedule C of the *Victorian Public Service Enterprise Agreement 2020*. Please refer to the Department of Treasury and Finance website (www.dtf.vic.gov.au) for further information.

Court Services Victoria (CSV) is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. Employees of CSV must comply with the Code of Conduct for Victorian Public Sector Employees, and CSV policies and procedures.

All appointments to CSV are subject to satisfactory:

- Nationally Coordinated Criminal History Check
- Verification that you hold the qualifications that are necessary for your role
- Entitlement to Work in Australia check
- Working with Children Check (where required)
- Verification of the Declarable Associations Form (where applicable)

Please visit CSV website for important information on:

- Jurisdictions and business areas within CSV

- Privacy – how we use your information
- Health and safety.

CSV has a firm commitment to increase participation of Aboriginal and/or Torres Strait Islander people across our workforce. Through our commitment to diversity and equality, we are actively engaged in promoting and maintaining a safe and inclusive work environment where all employees are respected, valued and supported.

Employees of CSV have access to a range of employment benefits and conditions, these include attractive salaries, flexible leave arrangements and training and development opportunities. Please see the www.careers.vic.gov.au website for further information.