

Role Description

Manager Information Management - Records and Data Governance

Portfolio	Communities and Justice
Agency	NSW Trustee and Guardian
Division/Branch/Unit	Public Guardian
Role number	51014875
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	19 April 2024
Agency Website	www.tag.nsw.gov.au

Agency overview

NSW Trustee and Guardian protects, promotes and supports the rights, dignity, choices and wishes of the people of NSW. The agency supports the Chief Executive Officer and the Public Guardian to provide customer-centred services to the people of NSW, including some of the state's most vulnerable. We do this by providing a range of multidisciplinary services including will-making, trustee, financial management and guardianship services.

We write approximately 12,000 estate planning documents each year, support over 49,000 customers annually and manage over eight billion dollars in customer assets. A NSW Government agency within the Communities and Justice Portfolio, our services help support and protect people at critical moments in their lives.

Division Overview

The Information and Technology division drives digital innovation and the way we interact with our customers through the development of digital products, IT support, cyber security, and information management services.

Primary purpose of the role

The Manager, Information Management (Governance) is responsible for achieving and maintaining compliance with information management obligations issued under the NSW State Records Act and other relevant legislation and guidelines and lead a team to deliver high quality information management guidance to the business.

The role supports the Senior Manager, Information and Data Governance in the design, delivery and maintenance of an information management strategy and data governance program that meet the needs of internal and external customers and complies with legislative requirements.

Key accountabilities

- Ensure all policies and procedures for information management support business operations and meet legislative requirements.
- Develop and manage a compliant records disposal and archival program for NSW TG, including procedures and approval workflows.
- Report on the organisation's information management maturity to external parties i.e., State Records NSW, Records Management Assessment Tool.
- Develop a reporting program to provide transparency to the business on NSW TG information management legislative compliance activities.
- Design and implement appropriate and efficient system controls to protect, govern and manage information assets in accordance with relevant information management legislation, standards and principles.
- Establish a business partnering function to engage with key divisional stakeholders to undertake detailed analysis of information management requirements and support the business divisions to implement information management best practice into their ways of working and procedures.
- Act as the information management subject matter expert for the business for the procurement or upgrade of business systems and applications that impact information assets and repositories, and for any organisational change programs that impact information management policies, procedures and governance.
- Oversee the capability and development of the information team to deliver high quality information guidance to the business.

Key challenges

- Actively contributing to major organisational change which requires significant engagement across the organisation and with external stakeholders whilst supporting the continuation of business as usual.
- Implementing efficient and effective training that lifts information management capability within the information management team and across the wider business.
- Managing, with finite resources, work outputs, competing demands and priorities and strategies to generate favourable outcomes for customers/stakeholders.

Key relationships

Who	Why
Internal	
Senior Manager, Information and Data Governance	<ul style="list-style-type: none"> Obtain strategic direction, provide best-practice advice and report on performance. Escalate issues, keep informed, advise and receive instructions
Information Management Team (Operations)	<ul style="list-style-type: none"> Give and receive advice while providing leadership and motivation to a multi-discipline team. Support team, work collaboratively to achieve business outcomes Participate in meetings to obtain the work group perspective and share information.
Information Technology staff	<ul style="list-style-type: none"> Liaise with and assist in resolution of system problems, software upgrades and general maintenance of the information management systems. Work with to set the direction of the information management systems.
NSWTG Managers and staff	<ul style="list-style-type: none"> Provide information management training, advice and services to ensure compliance relating to information and records is achieved. Collaborate across teams to ensure information and records systems are supporting customer outcomes.
External	
State Records NSW	<ul style="list-style-type: none"> Work with to inform records management procedures and practices, obtain advice when required.
External service providers	<ul style="list-style-type: none"> Obtain support and services when required. Support system upgrades.

Role dimensions

Decision making

The role is required to make decisions regarding staff allocation and effective management of the budget including exercising relevant financial delegations, monitoring and reporting on budget performance.

Consultation with the Senior Manager Information and Data Governance takes place as necessary, on substantial decisions and with regards to the delivery of the information management program.

Reporting line

This role reports to the Senior Manager, Information and Data Governance

Direct reports

This role leads the staff in the Information Management (Governance) team.

Budget/Expenditure

Nil

Essential Requirements

Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.

Knowledge and Experience

- Significant senior level experience in leading a contemporary information management or data governance function.
- Strong stakeholder management skills with the ability to build relationships and professionally challenge, coach, and advise senior peers.
- Experience in a government, legal or professional services environment is advantageous.

Checks and Clearances

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances: National Criminal History Record Check in accordance with the Disability Inclusion Act 2014.

Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT


The capabilities are separated into **focus capabilities** and **complementary capabilities**.



Focus capabilities



Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Present with credibility, engage diverse audiences and test levels of understanding Translate technical and complex information clearly and concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Contribute to and promote information sharing across the organisation Manage complex communications that involve understanding and responding to multiple and divergent viewpoints Explore creative ways to engage diverse audiences and communicate information Adjust style and approach to optimise outcomes Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work Initiate, prioritise, consult on and develop team and unit goals, strategies and plans Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses Ensure current work plans and activities support and are consistent with organisational change initiatives Evaluate outcomes and adjust future plans accordingly 	Advanced
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Champion the use of innovative technologies in the workplace Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes 	<ul style="list-style-type: none"> Advanced

		<ul style="list-style-type: none">• Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes• Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies	
	<p>Manage Reform and Change</p> <p>Support, promote and champion change, and assist others to engage with change</p>	<ul style="list-style-type: none">• Support teams in developing new ways of working and generating innovative ideas to approach challenges• Actively promote change processes to staff and participate in communicating change initiatives across the organisation• Provide guidance, coaching and direction to others who are managing uncertainty and change• Engage staff in change processes and provide clear guidance, coaching and support• Identify cultural barriers to change and implement strategies to address these	<ul style="list-style-type: none">• Adept






Occupation specific focus capability set			
Capability Set/ Skill	Category and Sub-Category	Level Descriptions	Level and Code
Information management 	Strategy and architecture	<ul style="list-style-type: none"> Leads and plans activities to communicate and implement information management strategies and policies. 	Level 6
	Strategy and planning	<ul style="list-style-type: none"> Develops organisational policies, standards, and guidelines for information and records management. Ensures that the information required to support the organisation is defined, and devises information and records management processes. Identifies the impact of statutory, internal or external regulations on the organisation's use of information and develops strategies for compliance. Coordinates internal and externally sourced information resources to meet specific business objectives. 	IRMG
Information Systems Coordination 	Strategy and architecture	<ul style="list-style-type: none"> Maintains awareness of the global needs of the organisation. 	Level 6
	Strategy and planning	<ul style="list-style-type: none"> Promotes the benefits that a common approach to technology deployment will bring to the business as a whole. Coordinates and collaborates with others on the promotion, acquisition, development, and implementation of information systems and services. 	ISCO

Occupation specific focus capability set			
Capability Set/ Skill	Category and Sub-Category	Level Descriptions	Level and Code
Information governance 	Strategy and architecture	<ul style="list-style-type: none"> Understands the implications of information, both internal and external, that can be mined from business systems and elsewhere. 	Level 5 IRMG
	Information strategy	<ul style="list-style-type: none"> Makes decisions based on that information, including the need to make changes to the systems. Reviews new change proposals and provides specialist advice on information and records management, including advice on and promotion of collaborative working and assessment and management of information-related risk. Creates and maintains an inventory of information assets, which are subject to relevant legislation. Prepares and reviews the periodic notification of registration details and submits them to the relevant regulatory authorities. Ensures that formal information access requests and complaints are dealt with according to approved procedures. Contributes to development of policy, standards and procedures for compliance with relevant legislation. 	
Enterprise and business architecture 	Strategy and architecture	<ul style="list-style-type: none"> Contributes to the creation and review of a systems capability strategy which meets the strategic requirements of the business. 	Level 5 STPL
	Business strategy and planning	<ul style="list-style-type: none"> Develops models and plans to drive the execution of the strategy, taking advantage of opportunities to improve business performance. Takes responsibility for investigative work to determine requirements and specify effective business processes, through improvements in information systems, data management, practices, procedures, organisation and equipment. 	

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Advanced
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept