

Senior Records Officer

Position Description



Position number:	1512
Classification:	Band 5
EA:	Moreland City Council Enterprise Agreement
Directorate:	Business Transformation
Branch:	Information Technology
Unit:	Records Management
Reports to:	Coordinator Records and Information Management
Supervises:	N/A
Approved by:	Manager Information Technology

Organisational vision:

One team, brave and diverse, making a difference

Organisational values:



With the community at the heart, this is our promise:



Position objectives

The purpose of this position is to administer Council's enterprise Electronic Document and Records Management System (EDRMS) to enable compliance with relevant legislation, frameworks, policies and procedures, and ensure business areas have access to the information they require to perform their duties.

Key responsibility areas

Records Management

- Draft operational procedures/processes and ensure compliance with relevant legislative and regulatory requirements.
- Assist the Coordinator Records and Information Management in the interpretation of relevant legislation and regulations, policy development and provision of advice to internal and external stakeholders.
- Manage records management requests in accordance with defined service level agreements and assist with responding to requests where appropriate.
- Review the activities undertaken by Records Officers to ensure compliance with relevant policies and procedures.
- Assist in the development and maintenance of records management skills within the team and across the organisation.
- Support the Coordinator Records and Information Management by aiding in the maintenance and provision of records management training to staff, while also contributing to the development of records management skills within the team and across the organisation.

Compliance

- Assist the Coordinator Records and Information Management in the administration of the Victorian Protective Data Security Standard (VPDSS) framework.
- Assist the Coordinator Records and Information Management in the delivery of the Records Management compliance program.
- Assist the Coordinator Records and Information Management and Records Officers in the administration of the archival management program, including the accurate sentencing of records and transfer to Public Record Office Victoria or secondary storage as required.

Continuous Improvement

- Work as part of the Records Management team in the identification, investigation, evaluation and implementation of new and/or improved Records Management practices, processes and procedures.
- Assist the Coordinator Records and Information Management in the maintenance of the systems as required.
- Develop relevant performance measures, reports and exception notifications in consultation with other IT teams and monitor compliance.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Courage:** Stepping up to address difficult issues, saying what needs to be said.

Accountabilities:

- Contribute to the effective implementation of the Merri-bek Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Merri-bek City Council is committed to being a Child Safe organisation and has zero tolerance for child abuse. We believe children and young people have the right to be and feel safe and that their safety and wellbeing is the responsibility of everyone. It is expected that the successful incumbent of this position will adhere with the above statement and Council's Child Safety and Wellbeing Policy and Procedures whilst undertaking their duties.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

Internal Relationships	Coordinator Records and Information Management, Records Officers, All staff
External Relationships	External suppliers, Secondary storage provider, Couriers

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 5 employee as outlined in the Moreland City Council Enterprise Agreement (Schedule A - Classification Definitions - 5. Employee Band 5).

1. Accountability and Extent of Authority:

- Accountable for the supervision and monitoring of the day-to-day operations within the Records Management unit, including but not limited to, staff rosters, workload planning and allocation of work.
- To provide accurate specialist advice and timely information to internal and external customers/clients and give support to more senior employees.
- Accountable to ensure records and information management procedures are maintained in accordance with legislation and policies and provide recommendations regarding improving records and information management programs, policies and procedures.
- Authorised to make decisions pertaining to the records and information management program and systems in the absence of the Coordinator Records and Information Management.
- Develop and maintain a monitoring program to accurately report on the performance of the EDRMS and Records Management unit, includes preparation of statistics and reports.
- Freedom to act subject to close supervision and clear guidelines.

2. Judgement and Decision Making:

- Responsible for making day to day decisions and providing advice to support the Records Officers.
- Improve processes based on specialist knowledge and experience.
- Ability to solve problems using procedures and guidelines, and the application of technical knowledge and experience. Complex or technical problems not related to previously encountered situations may require some creativity and originality.
- Guidance and advice would usually be available within the time required to make a choice.

3. Specialist Knowledge and Skills:

- Ability to maintain a broad knowledge of Council services with an understanding of Council's strategic aims and objectives.

- Thorough understanding of IT systems and records and information management systems including skills in administering an Electronic Document and Records Management System (EDRMS).
- Strong knowledge of records and information management practices including Local, State and Federal records and information management requirements.
- Ability to interpret applicable legislation and regulations as it relates to information management.
- Experience in archival projects and sentencing of corporate records.

4. Management skills:

- Skills are required in managing time, setting priorities and planning and organising one's own work (and, where applicable, the work of supervised employees) to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to identify the changing needs and demands of customers, and assist in developing flexible, innovative methods of service delivery to meet those needs.
- An understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee training and development.
- Ability to supervise, train and develop team members to achieve positive outcomes in records and information management environment.

5. Interpersonal Skills:

- Well-developed interpersonal skills and experience working with a diverse range of internal and external stakeholders.
- Strong verbal communication skills with the ability to gain cooperation and assistance from external and internal clients (and in the supervision of other employees where appropriate) in the administration of well-defined activities within the record unit.
- Ability to work within a team environment and maintain a flexible approach to work priorities.
- Well-developed written communication skills to write reports and/or to prepare external correspondence and provide statistics regarding records and information management.
- Ability to deal with difficult situations in a professional manner and handle complaints effectively and resolve problems.

6. Qualifications and Experience:

- Experience administering an Electronic Document and Records Management System (EDRMS).
- A qualification or certification in business or records and information management or related field would be highly regarded.
- Supervisory experience in records and information management environment.

7. Physical Requirements of the position

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	(x)	()
-below 10kgs	()	(x)	()	()
Manual handling frequency	()	(x)	()	()
Repetitive manual work	()	()	(x)	()
Repetitive bending/twisting	()	()	(x)	()
Working with arms above head	()	()	(x)	()
Lifting above shoulder height	()	()	(x)	()
Using hand tools – vibration/powered	()	()	()	()
Operating precision machinery	()	()	()	()
Close inspection work	()	(x)	()	()
Wearing hearing protection	()	()	()	()
Wearing eye protection	()	()	()	()
Working in dusty conditions	()	()	(x)	()
Working in wet/slippy conditions	()	()	()	(x)
Wearing Gumboots	()	()	()	(x)
Wearing safety shoes/boots (steel cap)	()	()	()	(x)
Working with chemicals/solvents/detergents	()	()	()	(x)
Washing hands with soap (hygiene)	()	()	()	()
Working at heights	()	()	()	(x)
Working in confined spaces	()	()	()	(x)
Working in chillers (+4 degrees C)	()	()	()	(x)
Performing clerical duties	()	()	()	()
Working on a keyboard	()	()	()	()
Driving cars and/or trucks	()	()	()	(x)

Other special features (e.g. nature of chemicals, travelling requirements, etc):

8. Key Selection Criteria

- A qualification or certification in business, records and information management or related field with relevant work experience or through lesser formal qualifications with relevant experience and skills commensurate with this position.
- Experience administering an Electronic Document and Records Management System (EDRMS).
- Supervisory experience in the delivery of day-to-day records and information management services.
- Experience in archival projects and sentencing of corporate records.
- Experience identifying and recommending enhancements and improvements to records and information management policies, procedures and practices.
- Familiarity with, and ability to interpret the applicable legislation and regulations.
- Strong time management skills with the ability to set priorities and meet organisational objectives.