

QUEENSLAND MUSEUM NETWORK

Job Title

Senior Manager, Records and Information Governance

About you

The Senior Manager, Records and Information Governance will lead, develop, manage and support the Queensland Museums records and information governance program to meet legislative requirements, industry standards, best practice and Queensland Museums business needs.

Actively participate as a senior member of a client-focussed digital and information services team, providing high-level technical advice, leadership, and management as they relate to the implementation and delivery of digital and information management strategies relating to modern enterprise content management.

Reporting Relationships

The Senior Manager, Records and Information Governance reports to Head, Digital and Information Services; supervises the Senior Records Management Officer, Records Management Assistant and works closely with data and information governance stakeholders across the five sites of the Queensland Museum.

About the team

The Corporate Services portfolio enables QMN's purpose and aspiration.

Our accomplished team of specialists collaborate across all areas of QMN to maximise commercial revenue; manage finance, audit and risk; coordinate our human resources, training and development programs including our valued volunteers; control and optimise built and digital infrastructure; and embed work health and safety practices in everything we do.

Digital and Information Services function provides strategic management and leadership, development and support services, policy and procedure advice in information, communication and technology management.

ROLE DESCRIPTION



Role type

Permanent, full-time



Remuneration

\$122,925 - \$131,631 - AO7



Closing date

Tuesday 9 January 2024



Campus

Queensland Museum, South Bank



Location

Corner Grey St and Melbourne St,
South Brisbane, QLD, 4101



Contact

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Job reference: # QM532369

Portfolio: Corporate Services

Function: Digital and Information Services

JEMS Review: October 2023

JEMS Reference: QM/20231038

Position number: 33333

QMN is continuing its reconciliation journey by developing an *Innovate* Reconciliation Action Plan.

Our Vision is to empower and elevate First Nations peoples, communities and cultures and we are committed to truth telling and delivering honest and inclusive reflections on history.

We acknowledge Traditional Owners of Country throughout Australia. We recognise their continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures and to Elders both past and present.

What we are looking for

Appointments in the public service are based on merit. Your skills for this role will be assessed against the Team Leader [Leadership competencies for Queensland](#) by looking at what you've undertaken previously and what knowledge, skills and learned experiences you can bring to the team and the role, including your personal qualities and your potential for development.

The ideal candidate will demonstrate the following competencies as they relate to the key responsibilities of the role:

Vision

- Work with the team to organise work priorities so they deliver on broader organisational commitments.
- Support the team to generate actionable insights from data and empowers the use of technology to drive new efficiencies.
- Provides individualised support and consults with others to support them through change processes.
- Remain composed during high-stakes situations, supporting the team to recognise gaps in information and seek advice to enable a prompt and considered response.

Results

- Recognise the unique strengths, areas for development and aspirations of direct reports.
- Demonstrate awareness of others by tailoring messages so they resonate with stakeholders of diverse interests and backgrounds.
- Chart a clear direction for the team by consistently communicating the greater meaning and impact of the work undertaken.

Accountability

- Promote personal responsibility for the realisation of a healthy workplace through regular communication, feedback and sharing of observations and outcomes.
- Develop awareness of strengths and development needs, and reflects on the effectiveness of own behaviour and approach.
- Support others to embrace and operate within legislative and policy frameworks that guide everyday practice.

Required skills and experience

Tertiary qualifications in Information or Records Management is highly desirable, and/or equivalent work experience with at least four (4) years' experience leading and supervising a team in information governance and records management.

Experience administering and delivering compliant recordkeeping systems and services in accordance with legislative requirements.

OpenText Content Manager and M365 Sharepoint experience is highly regarded.

What you will do

The Senior Manager, Records and Information Governance will:

- Lead the delivery of Queensland Museum (QM) recordkeeping and information governance systems and services and the records management team to meet brand, vision, and strategic and operational plan objectives.
- Apply a "hands on" approach to plan, design, develop, and manage the continued delivery of the service, project planning, day to day service desk activities, staffing, operating budgets, maintenance, and enhancement of systems, including the eDRMS (currently OpenText Content Manager) and management of the operational interfaces with other business systems where information and/or records may be located such as Sharepoint, OneDrive.
- Develop, implement, and manage initiatives to improve QMs records and information management governance, capabilities, costs, risk management, audits and compliance requirements as detailed in the *Public Records Act 2002*.
- Lead the development, implementation and review of QMs records and information management framework, policies and processes that manage records and information as a strategic asset and support effective capture, storage, access and disposal of records.
- Ensure successful change management strategies are put in place to support key information and knowledge management initiatives through effective knowledge transfer and training strategies.
- Provide high quality advice to museum leadership, information custodians and staff on contemporary records and information management practices including the records lifecycle, records management, information classification and metadata schema, and specific complex and sensitive issues as they arise.
- Serve as the QM senior technical expert on agency wide electronic and non-electronic records management issues. Identify, recommend, and implement responses to significant records management challenges. Manage and own key issues and requests.
- Design, implement and maintain appropriate methodologies and measures to report to the Head, Digital and Information Services that provides evidence of records and information management maturity for the QM.
- Represent the QM at appropriate government forums regarding records management and enterprise content management.
- Manage mail operations. Prioritise work activity, resourcing, capacity and skill alignment in consultation with the business and supervisor. Balance the need of projects and business as usual demands.
- Comply with QMN policies, procedures, and appropriate legislation.
- Contribute to the safety culture of QMN by reporting all incidents and hazards and ensuring work is undertaken in the safest way possible, following all QMN WHS policies and/or procedures and guidelines relevant to the job.

How to apply

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- Your current résumé, including two recent referees with a thorough knowledge of your work performance and conduct within the previous two years.
- A statement, of no more than two (2) pages, outlining your suitability for this role by addressing the criteria under 'What we are looking for' in the context of the duties described in 'What you will do' section. Shortlisting and selection will be based on this statement.

Interested? Apply on-line through Smart Jobs and Careers website (www.smartjobs.qld.gov.au). You will receive a system-generated acknowledgement.

If you are unable to apply online please contact CAA Recruitment Services on (07) 3003 2341 or (07) 3003 2336 to enquire about alternative arrangements.

About us

Queensland Museum Network (QMN) is the custodian of the State Collection: a magnificent assemblage of 15.2 million cultural objects, natural history specimens and geological treasures documenting Queensland's story – past, present and future.

One of Queensland's oldest institutions, QMN reaches beyond the constraints of geography to connect with communities through a dynamic, state-wide network that includes four award-winning museums; a state-of-the-art collections and research centre; education loans program; virtual museum online; best-selling publications; a museums and cultural heritage development program and major events such as World Science Festival.

You may wish to access further information regarding QMN on our website, which is located at www.qm.qld.gov.au.

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Additional information

- Intra-state travel may be required from time to time.
- Probationary periods apply to successful candidates external to the public sector.
- Occasional work outside normal working hours, including weekends, may be required from time to time.
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.
- Your application for this role will remain current for 12 months and may be considered for recurring vacancies which may be at an alternative location or alternative employment basis (full-time or part-time).

Pre-employment checks

Appointment is subject to the following pre-employment checks and disclosures:

- **Employment screening:** criminal history, a Working with Children (Blue Card), and previous discipline history check will be undertaken.
- **Employment eligibility:** to be appointed to a position, you must be an Australian citizen, have permanent residency status or a visa permitting you to work in Australia. You are required to notify Queensland Museum if your right to work in Australia ceases.
- **Employment as a lobbyist:** newly appointed employees to the Queensland public sector must disclose within one month of starting duty any previous employment as a lobbyist within the last two years.

Why work with us?

We are invested in our people: we know that they are key to achieving our vision for Queensland. We are committed to creating a thriving and inclusive workplace, where people are respected, have the opportunity to fulfil their potential, and deliver the best possible outcomes. We achieve this by creating a diverse workforce and by living our values, which enable us to harness our strengths and deliver better outcomes for Queensland.