# POSITION DESCRIPTION

## Information Management Officer

<table>
<thead>
<tr>
<th>Classification</th>
<th>Administration/clerical</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Full time</td>
</tr>
<tr>
<td>Department</td>
<td>Corporate Governance</td>
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<tr>
<td>Incumbent</td>
<td>Vacant</td>
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<tr>
<td>Reporting to</td>
<td>Executive Manager Corporate Governance</td>
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## PURPOSE OF THE POSITION

To facilitate the effective and efficient operation of Council’s information management systems, by; utilising best practice, innovation and technical expertise in all areas of information management and driving the use of the electronic document management system across the organisation.

## KEY RESPONSIBILITY

<table>
<thead>
<tr>
<th>Key Responsibility</th>
<th>Outcomes</th>
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<tbody>
<tr>
<td>Participate in the development, implementation and review of information management</td>
<td>▪ An information management system which offers effective and accessible recording, retrieval, storage, archiving and movement of all documents.</td>
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<td>needs and solutions.</td>
<td>▪ Contemporary continuous improvement and implementation process/es.</td>
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<tr>
<td>Consult and advise on the development of the system to meet individual department</td>
<td>▪ Integrated information management system which is inclusive of individual departmental needs within broader organisational requirements.</td>
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<td>needs.</td>
<td>▪ Mutual initiatives are delivered within agreed timeframes.</td>
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<tr>
<td>Administer the Electronic Document Management System and ensure that it is structured</td>
<td>▪ Council records are stored in officially designated repositories, primarily the electronic document management system (EDMS).</td>
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<td>to meet legislative obligations for record keeping.</td>
<td>▪ Council is able to meet legislative requests/requirements within the specified timeframe.</td>
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<tr>
<td>Coordinate and process incoming and outgoing correspondence, assist with electronic</td>
<td>▪ Internal and incoming mail is collected daily, processed correctly and distributed within nominated timeframe(s).</td>
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<tr>
<td>conversion of documents and process the archiving and disposal of records in</td>
<td>▪ Outgoing mail is processed correctly and despatched daily.</td>
</tr>
<tr>
<td>accordance with legislative requirements and Council policy.</td>
<td>▪ Records are retained and disposed of in accordance with the requirements of the Archives Office of Tasmania, in particular Disposal Schedule No. DA2200 for Council Records and including any other relevant schedules.</td>
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<tr>
<td>Document and maintain information management, records retention and archiving</td>
<td>▪ Up-to-date, accurate and user-friendly documentation that includes:</td>
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<td>processes and procedures, including the training and support of staff in their use.</td>
<td>▪ Corporate policy and procedures</td>
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<td></td>
<td>▪ EDMS procedures and manuals for information management staff,</td>
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</table>
Information management guidelines and EDMS training material to assist users,
- Induction program for new employees,
- Staff understand their responsibilities in terms of information management, have the relevant skills and are following established policy and procedures.
- EDMS support is provided on user request using a strong customer service focus.

CORPORATE ACCOUNTABILITIES

All staff are required to observe the following corporate accountabilities;

1. Compliance with all legislative requirements.
2. Understand and promote Council’s Strategic Objectives and Core Values.
3. Adhere to Council’s plans, policies and procedures which include the Customer Service charter, WH&S standards, Risk Management plan and matters outlined in the Human Resources Manual and Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS

Reports to: Executive Manager Corporate Governance

Internal Liaisons: The Information Management Officer takes guidance and advice from the Corporate Secretary, is required to operate as an effective part of the Corporate Governance team, and is expected to ensure professional and effective working relationships with senior management and staff throughout the organisation.

External Liaisons: The Information Management Officer interacts with the Tasmania Archives and Heritage Office (TAHO), other Councils and where appropriate, additional approved contacts. High standards of professionalism and customer service are expected and the incumbent must display a positive and constructive approach towards Council and its activities.

EXTENT OF AUTHORITY

The Information Management Officer exercises powers and duties within the classification of the role and as defined by policy, budget allocation and specified individual and departmental performance plans. Where decisions exceed their delegation, the Officer will consult with the Corporate Secretary or refer the matter to the Executive Manager Corporate Governance.

PERSONAL ATTRIBUTES

- Inclusive and effective communication skills and techniques with an ability to respectfully engage with, and to communicate concepts to, others.
- High standard of ethics and integrity which inspires trust and confidence.
- Enthusiasm and commitment to sustained effort through diligence and pursuit of high standards.
- Commitment to ongoing personal and professional development which drives best practice.
- Proactively utilises initiative, innovation and a commitment to continuous improvement.
- Strong collaborative skills which enable effective engagement within a high functioning cohesive team.
- Ability to employ sound judgment and decision making amongst competing demands.
• Ability to show initiative in planning and developing new ideas and approaches, and to implement and communicate change effectively.

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

Essential

1. Qualifications and/or demonstrated experience in information management or related discipline.
2. Practical experience in the development, use and administration of electronic document management systems (EDMS), to meet legislative obligations for record keeping including the creation, maintenance, storage, archiving and retrieval of files.
3. Demonstrated administrative ability to interpret legislation and to implement and monitor legislative compliance.
4. Experience in providing responsive and effective customer service and stakeholder management.
5. Ability to show initiative in planning and developing new ideas and approaches, and to implement and communicate change effectively.
6. Well developed computing, literacy and numeracy skills in an administrative environment, demonstrating an attention to detail and a commitment to service standards.
7. Developed skills in managing multiple conflicting priorities, meeting deadlines and exercising discretion and sound professional judgement to ensure high quality service results.

Desirable

1. Ability to develop, implement and review policy and associated procedures in line with continuous improvement practices.
2. Knowledge and experience in working in a regulated environment ie. State or Local Government, Hospitals etc.

SELECTION CRITERIA

1. Qualifications in information management or related discipline and/or demonstrated experience in an information management role.
2. Practical experience in the development, use and administration of an electronic document management system (EDMS), to meet legislative obligations for record keeping.
3. Effective interpersonal and communication skills which foster inclusive and consultative practice.
4. Proven ability to work independently, in addition to having a proactive and constructive approach to working as an effective member of a team.
5. Established analytical and research skills within an information management context.

6. Demonstrated experience in providing effective support and training to develop staff in their use of Council’s information management system, facilitating the organisation’s ability to meet legislative obligations.

7. Ability to show initiative, manage priorities, meet deadlines and exercise discretion, confidentiality and sound personal judgement.