

**1. JOB IDENTIFICATION:**

**Title of Position:** INFORMATION MANAGEMENT OFFICER  
**Business Unit:** BUSINESS SYSTEMS AND SOLUTIONS  
**Reports to:** TEAM LEADER INFORMATION MANAGEMENT  
**Classification:** MOA 3

**2. POSITION OBJECTIVES:**

- The Information Management Team is responsible for the effective and efficient delivery of Councils records management functions, under the direction of the Manager Business Systems and Solutions.

Reporting directly to the Team Leader Information Management, the Information Management Officer is required to:

- Contribute to the effective, efficient, and accurate delivery of a range of information management services, including operational advice to staff on information management practices, policies, legislation and standards.
- Deliver accurate and consistent scanning, registration, dissemination, filing and archiving of corporate records in a timely manner, and in accordance with the *State Records Act 1997* and corporate policies and procedures.
- Contribute to the accurate sentencing, retention, and disposal of corporate records, including the transfer of records to offsite storage and State Records.
- Contribute to the maintenance & ongoing development of the Electronic Document Records Management System (EDRMS) and other related Business systems (i.e. Microsoft 365 and FOIMS).

**3. KEY RESPONSIBILITIES:**

**Document and Information Management**

- Collect, process and disseminate corporate records (hard copy, electronic and emails received by the corporate email account) including accurate and consistent scanning and registration in a timely manner.
- Index, register, classify and monitor the storage of all records in accordance with records management policies and procedures.
- Undertake archiving, sentencing and disposal of corporate records in accordance with the requirements of General Disposal Schedule (GDS) 40 for Local Government Records.
- Prepare and transfer temporary and permanent records to relevant offsite locations (e.g. temporary storage provider or State Records SA), ensure all relevant documentation is accurately prepared, maintained and submitted for assessment as required.
- Arrange for the retrieval and return of corporate records, including maintenance of documentation regarding location of records.



- Process request for Information (copies of Council records) and Freedom of information requests.
- Audit and monitor quality control and integrity of Council's record keeping systems, particularly the EDRMS.

### **Systems and Procedures**

- Provide support to staff across the organisation to assist them in understanding and meeting records management responsibilities in accordance with relevant legislation, standards and policies.
- Assist in the development and implementation of policies, protocols and procedures for all aspects of records management.
- Assist with change management and training of staff regarding use of the EDRMS and digital information management initiatives.
- Assist with testing and implementation of upgrades to Council's Electronic Document Records Management System (EDRMS).
- Assist with the development and implementation of procedures for all aspects of Records Management.
- Provide input and participate in continuous improvement, through attending training, information sessions & events.
- Assist with information management projects as required.

### **Freedom of Information (FOI)**

- Assess and process requests for information under the *Freedom of Information Act 1999*, make determinations (if accredited) and ensure Council's obligations in relation to FOI requests are met.
- Provide accurate reporting to fulfil Council's Annual Report and State Records annual reporting requirements in relation to Freedom of Information

**Staff must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.**

**Key WHS Responsibilities:**

- Actively support and contribute to the City of Unley's effective safety culture.
- Identify and report health and safety hazards, accidents, incidents, injuries and property damage within the workplace.
- Taking reasonable care to ensure their own safety and not placing others at risk, including appropriate use of equipment and PPE.
- Complying with the requirements of the City of Unley's WHS management system.
- Attending WHS training and following instructions and advice provided.

**EQUAL OPPORTUNITY EMPLOYMENT**

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

# OUR VALUES



**PURSUE EXCELLENCE**  
WE STRIVE FOR THE BEST  
IN ALL THAT WE DO

## Behaviours that SUPPORT this Value

- Creatively solve problems
- Take on challenging goals
- Understand how you contribute to our vision
- Grow, learn and continuously improve
- Deliver quality work and always aim for outstanding results



**ACHIEVE TOGETHER**  
WE WORK TOGETHER  
TO DELIVER RESULTS

## Behaviours that SUPPORT this Value

- Build on our strengths
- Collaborate across the organisation
- Celebrate our achievements
- Be responsive to others' priorities and needs
- Engage with each other to find effective solutions together



**DEMONSTRATE INTEGRITY**  
WE DO THE RIGHT THING  
AT ALL TIMES

## Behaviours that SUPPORT this Value

- Do what you say you will do
- Address behaviour that is inconsistent with our Values
- Act with transparency, honesty and respect
- Take responsibility for our actions
- Embrace diversity, encourage inclusion and promote belonging



**COMMUNITY FOCUSED**  
WE DELIVER FOR  
OUR COMMUNITY

## Behaviours that SUPPORT this Value

- Demonstrate a can-do attitude
- Effectively communicate and consult with all stakeholders
- Be open, positive and friendly
- Respond promptly and deliver on promises
- Show pride in each other, our organisation and community



**BE PROGRESSIVE**  
WE THINK OUTSIDE THE BOX  
TO INNOVATE AND IMPROVE

## Behaviours that SUPPORT this Value

- Bounce ideas off others
- Generate creative and innovative thinking
- Experiment with new approaches
- Challenge the status quo and embrace change
- Overcome challenges to achieve outcomes

#### 4. PERFORMANCE AND SKILL REQUIREMENTS:

##### a) Qualifications/Experience

###### Essential

- Relevant qualifications and/or extensive experience relevant to the position.
- Experience in the use of Electronic Document Records Management Systems (e.g. Technology One ECM, Micro Focus Content Manager, Objective ECM).
- Experience in the delivery of accurate and timely information/records management services in a multi-disciplinary organisation.
- Experience in working as part of a small team and contributing to delivery of agreed service level standards.
- Proficient in the use of Microsoft 365, Teams and SharePoint.

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**NOTE:** Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

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###### Desirable

- Experience working in Local Government.
- Experience in the sentencing/archiving of official records.
- Certificate or higher-level qualification relevant to information/records management.
- Experience in Business Systems administration.
- Experience in online form development and workflow processes.
- Experience providing internal support, help desk or digital training/onboarding.
- Experience in Data classification monitoring/open data releases.
- FOI Officer Accreditation and experience with responding to requests for information under the FOI Act.

##### b) Knowledge

###### Essential

- Knowledge of information/records management procedures.
- Knowledge and understanding of relevant legislation, standards, and guidelines applicable to information/records management within Local Government, which includes but is not limited to:
  - State Records Act 1997
  - Local Government Act 1999
  - General Disposal Schedules
  - Adequate Records Management Standard
  - Freedom of Information Act 1999
- Knowledge of manual handling techniques and safe work practices, particularly as they relate to information/records management tasks.
- Knowledge of the Local Government sector and Council's operations, services and facilities.

##### c) Skills

###### Essential

- Proficiency in the use of Microsoft Suite of Applications, 365 and internet technologies.
- Capacity to read and accurately summarize document content and classify records/information in a timely manner.

- Well-developed written and verbal communication skills, with the ability to interpret and understand correspondence, and to relate effectively with customers/stakeholders at all levels.
- Well-developed organisation and planning skills to establish priorities, manage workload and meet deadlines.
- Ability to review and analyse operations, procedures and systems and recommend and implement changes as required.

**d) Personal Attributes**

**Essential**

- Demonstrated attention to detail and high level of accuracy in data entry.
- Strong customer service ethic.
- Clear communication skills, with the ability to explain technical terms in simplified language.
- High degree of personal integrity, ability to deal diplomatically with sensitive items and liaise confidentially with relevant parties.
- Initiative, highly motivated and ability to work with in a small team or with minimum supervision.

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By signing this position description the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent: .....

Date: .....

Manager: .....

Date: .....