



Position Description – Information Management Lead

Division	Engaged Community
Portfolio	Community Engagement and Experience
Business Unit	Information Management Services
Level	6
Reports To	Manager Community Engagement and Experience
Prescribed Position	No

Objectives to the Position

The Information Management Lead is responsible for, leading, motivating and supporting the Information Management Services (IMS) Team to provide effective and efficient information management services to the City of Charles Sturt, ensuring a service which is compliant, future-proofed, efficient, and meeting the needs of our customers.

This includes providing supervision and guidance to the IMS team on all information management functions, as well as acting as a subject matter expert regarding best practice adherence to relevant legislation and standards. This role will support our organisation's commitment in providing excellence in customer experience through collaborating across the teams within the CEE Portfolio including Media, Marketing and Communications, Customer Experience, Customer Contact, and Consultation and Engagement.

Key Responsibilities

- Be a change agent in sharing changes in systems and processes across the business.
- Strong working relationships with vendors and third-party providers, enduring contractual compliance for Information Management functions and services.
- Provide direction and leadership to the IMS Team regarding all aspects of information management including the coordination of functions, priorities and activities to ensure effective service delivery.
- Schedule and ensure the delivery of tasks by the IMS Team (daily, weekly, monthly, quarterly, and annual tasks).

- Under the guidance of the Manager Community Engagement and Experience, establish and maintain an Information Management Strategic Plan to transition the information management functions to a modern and future state.
- Schedule team contribution to project and improvement initiatives.
- Lead, supervise and coordinate the IMS Team to ensure Business Plan objectives are met.
- Be a positive change agent regarding Information Management, championing modern and future information records approaches and organisational wide ownership.
- Find opportunities to support and collaborate with CEE portfolio to improve customer experience through information for the organisation.
- Be a positive, active contributor to the formulation and implementation of all media, marketing and communications strategic plans and standard operating procedures.
- Encourage teamwork within the team to produce quality outcomes based on continuous improvement and customer-centric services.
- Develop, administer and regularly review Council's Information Management policies, procedures and retention schedules.
- Ensure effective, efficient and timely sentencing, archiving and disposal of Council records in compliance with relevant legislation through development of a Disposal Program.
- Establish and maintain close working relationships with State Records to ensure Council meets, or exceeds, its statutory requirements.
- Supervise and deliver Council's print shop requirements including the production of Council Agendas, Reports and Minutes.
- Undertake complex searches and provide specialist advice on complex information management queries, in a timely manner.
- Assist with conducting audits and quality assurance reviews to ensure compliance with legislative requirements and internal information management standards.
- Facilitate and control the delivery of Council documents to Elected Members.
- Order and maintain print room supplies.
- Work closely with all portfolios within the Council to ensure correct information management processes are implemented and monitored.
- Administer security frameworks and measures to ensure appropriate access to Council records.
- Provide expert advice, assistance and support to customers in relation to information principles and practices.
- Represent Council at relevant industry events such as Information Management User Groups, Working Parties and other appropriate forums.

- Work with relevant staff to manage system changes (new and upgraded) in a timely and efficient manner ensuring the active and transparent management of risks, issues, scope, timelines, costs, communications, stakeholders, changes and outcomes.
- Initiate, facilitating and assist with the identification and implementation of information system improvements, ensuring the engagement of relevant stakeholders.
- Ensure the currency of system and user documentation in relation to the EDRMS.
- Ensure the ongoing quality of metadata captured regarding council records.
- Assist in providing project management services to projects relating to the EDRMS.
- Facilitate staff training in relation to Council's EDRMS to ensure correct usage of the system.
- Facilitate the development and maintenance of automated workflows within the Council's EDRMS
- Actively contribute to the development and management of the Information Services disaster recovery and business continuity related activities as they relate to Information Management.
- Be a positive, proactive leader within the Community Engagement and Experience (CEE) Portfolio.
- Complete End of Month and budget reporting for IMS team and CEE Portfolio.
- Keep abreast of the Information Management sector and prevailing trends and adjust business plans accordingly.
- Assist with ad-hoc registration of corporate records relating to CEE portfolio, following direction of Manager Community Engagement and Experience.
- Assist CEE Portfolio and Manager Community Engagement and Experience with administrative and information management functions and provide sound advice on current procedures.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for developing a risk aware culture by ensuring the implementation, maintenance and evaluation of risks within their areas of responsibility, in accordance with the Risk Management Framework.
- Responsible for providing leadership of the safety and wellbeing of their staff in accordance with the Work Health & Safety Act 2012 and will provide leadership in the implementation and monitoring of Council's Work Health & Safety Management System within their area of responsibility.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Effective engagement, communication and presentation skills at all levels within an organisation.
- Strong commitment to providing and modelling quality customer service and experience.
- Strong change management skills.
- Create and maintain a positive, efficient team environment.
- Excellent project management and project delivery skills.
- Strong documentation and report writing skills.
- Capacity to motivate, inspire, coach, mentor and lead team members.
- Display sensitivity and decisiveness in dealing with confidential matters.
- Ability to foster a culture of continuous improvement in service delivery.
- Exceptional time management skills.
- Ability to quickly learn and grasp concepts in new technologies and feed these into the decision making process.
- Ability to work autonomously as well as in a team environment.
- Working knowledge of the Microsoft Office suite of desktop applications.
- Use of corporate technology including systems in electronic document management, land and property management, finance, customer requests, asset management, web publishing software and intranet.

Knowledge

- Comprehensive knowledge of relevant legislation as it relates to information management including, but not limited to, the State Records Act 1997, the Local Government Act 1999, the Freedom of Information Act 1991 and the Land and Business (Sale and Conveyancing) Act 1994.
- Ability to interpret legislative frameworks and regulations as they apply to information management in the local government context.
- Extensive knowledge of Information Management principles.
- Comprehensive administrative knowledge of CM or an equivalent EDRMS.
- Extensive knowledge of local government procedures or demonstrated capacity to effectively analyse and document business processes.
- Knowledge of human and financial resource management practices and planning.
- Knowledge of responsibilities in creating and maintaining Child Safe environments.

Experience

- Extensive experience in information management systems and procedures.
- Proven ability to lead and motivate a small team, plan activities and set priorities for a business unit.
- Extensive information technology skills and knowledge of software applications applicable to Information management.
- Demonstrated experience in dealing with confidential issues and documents.
- Experience in project management and implementing continuous improvements opportunities.

Qualifications & Requirements

• A tertiary qualification in Records Management or related field and/or commensurate demonstrated experience in lieu of formal qualifications	Desirable
• Car Licence	Essential