

POSITION DESCRIPTION

Position Title:	Information Officer (PN 5543)		
Position Type:	Full-time Temporary		
Department:	Governance and Information Services		
Date Approved:	September 2025		
Hours per week:	35	Award Classification:	Band 2, Level 1
FTE	1	Salary Classification	Grade 3

Position Purpose

Support Council in achieving effective, efficient and coherent Information Management systems, ensuring accountability and reliability on retrieving Council information and transparency in our decision-making process.

Key Accountabilities

Working within the Corporate and Commercial Directorate, the role requires:

- interpersonal skills to form constructive and productive relationships within and outside the Governance and Information team.
- support informal access requests received and facilitate access and retrieval of councils records from archives.
- assist in streamlining and further improving councils information management practices, supporting preference of electronic over paper.
- manage Kempsey Shire Council email account, registering and distributing received correspondence across council for action and response.
- ability to troubleshoot system errors, handling staff enquiries, identifying solutions and providing training where relevant in Council's information systems.
- administer the monitoring and control framework to continuously improve information practices across council and accuracy of records held in systems.
- Support Government Information Public Access applications in retrieving necessary files and searching within records system identifying any potential related records.
- Maintain business classification scheme, ensuring retention and disposal is accurate and kept up to date in our electronic record system ECM.
- Assist council staff with managing meetings within councils meeting system and provide necessary support in finalising Council meetings minutes and actions.

Core Competencies (Knowledge Skills and Experience)

Qualifications

- Current Class C Drivers Licence
- Certificate III in Business (or equivalent qualification), or other relevant tertiary qualifications, and/or demonstrated work experience directly related to the role

Note: All licenses/tickets stated in the position description must be current/valid during the duration of your employment. Should there be a change in status it is the employee's responsibility to notify Council as soon as practicable.

Skills and Experience

- Desirable experience within an Information Management area which managed corporate frameworks and records.
- Desirable experience in archives and disposal, managing records in accordance to the State Records Act NSW.
- Desirable experience in the administration of Content Manager and/or other key Records Systems.
- Customer Service experience is desirable or other stakeholder management experience with internal and external stakeholders.
- Capabilities to manage competing priorities in a diverse environment and workload.
- Intermediate to advanced Microsoft Office skills.
- Excellent verbal and written communication.
- Strong organisational skills with the ability to meet deadlines.
- Problem solving.
- Proficient in stakeholder management.
- Ability to work autonomously and as part of a team.
- Excellent records management skills.
- Intermediate to advance knowledge of Information Management Framework and processes.
- Resilience and ability to adapt in a changing environment undergoing innovation improvements.

Values

Kempsey Shire Council's values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee.

Value	Expected behaviour
Passion	• We approach our work with enthusiasm and drive to make a difference • We inspire others with our thirst for excellence • We take pride in the customer service we deliver
Integrity	• We act ethically and honestly and work to build the trust and confidence of the community and staff • We act with pride and respect while being loyal and accountable
Innovation	• We challenge the status quo and are prepared to take risks, to achieve creative and efficient solutions • We promote and deliver change in the way we work
Communication	• We ensure open communication for all • We openly and proactively listen and provide information
Respect	• We consider workmates, community, the workplace and environment • We treat people as we would like to be treated
Collaboration	• We seek what is best for the team, not what is best for the individual • We work together to achieve a shared vision • We are connected with and care for each other • We encourage and pay attention to those around us

Supervision Received

This role reports to the Information Coordinator.

Supervision Exercised

Nil

Position Description Endorsement

Learning and Development

Position Description reviewed and approved by:

People and Culture Representative:	<i>KH</i>
Position Title:	Learning and Development Officer
Date:	13 October 2025

People and Culture

Position Description reviewed and approved by:

People and Culture Representative:	<i>JP</i>
Position Title:	People and Culture Advisor
Date:	October 2025

Role Authorisation

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Role Acceptance

I have read and understood the content of the Position Description for my role. I will undertake the responsibilities and behaviour required of me and expect to be held accountable for work performed in accordance with this role.

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