

## POSITION DESCRIPTION

<b>Position Title:</b>	Information Management (IM) Administrator (Projects / Liaison)		
<b>Classification:</b>	Band 6		Full Time
<b>Group:</b>	Customer, People and Performance	<b>Business Unit:</b>	Information Services
<b>Reports to:</b>	Team Leader – Information Management		
<b>Direct Reports:</b>	NIL	<b>Date:</b>	July 2024

## ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

## POSITION OBJECTIVES

To oversee the effective and efficient management of daily processes within the Information Management team for records and information management services, whilst providing a high level of customer service for both internal and external customers.

To provide effective customer/vendor relationship and stewardship for mail management, and archives services.

To assist vendors, the organisation and team members in the transition to automated and digital business service delivery.

To manage and implement key projects for the Information Management team.

## KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

### Information Management

- Be a liaison and first point of contact for relevant vendors. Play a key role in the maintenance of the service relationship. Oversee the implementation of the day-to-day roster for Data Stewards

incorporating mail management, archive retrievals, e-form creation support, data cleansing support, and other tasks delivered by the Information Management service

- Maintain statistical reporting and distribute as appropriate
- Maintain business rules for Action Officers and document control. Notify Information Management Team of changes
- Act as data steward for mail automation, managing exceptions and machine learning for Omail (Content Automation Solution - CAS)
- Provide guidance to support staff who manage exceptions and eCloud/Omail relationship in proxy (CAS/CircleT)
- In conjunction with the Information Management Team, identify, implement and support mail management service ongoing improvements
- Provide Level 1 EDRMS Help Desk support and escalate when appropriate
- Monitor and action ongoing quality assurance and data integrity of automated document and data capture into the EDRMS

#### **Project Management**

- Manage Information Management projects, including management of internal staff and external vendor delivered items and improvements.
- Provide advice and reporting of project delivery.

#### **POLICY AND PROCEDURE COMPLIANCE**

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

#### **OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES**

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

#### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Making operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.
- Manage business unit operational budget within set parameters and delegation of authority.
- Formal input into policy development within their area of expertise and/or management.
- In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect on individual clients of decisions and actions may be significant but is usually subject to appeal or review by more senior employees.

## **JUDGMENT AND DECISION MAKING**

- Operate in a specialised environment with methods, procedures and processes developed from theory or precedent.
- Work involves the application of improvement suggestions, recommendations and problem solving.
- Guidance and advice are usually available however, the incumbent must display significant independent ability and knowledge when making decisions.

## **SPECIALIST KNOWLEDGE AND SKILLS**

- Knowledge, understanding and application of information management principles in relation to compliance and legislative requirements
- Extensive knowledge and skills in the use of the EDRMS and associated integrated systems.
- Demonstrate specialised analytical and problem-solving skills to continuously improve the customer experience whilst utilising council resources efficiently.
- Knowledge of project management principles and methods to ensure successful of key Information Management projects.
- An understanding of the role and function of the Information Services unit and the broader local government context.
- Capable of producing sound and confident decisions and solutions within critical timelines.

## **INTERPERSONAL SKILLS**

- Demonstrate self-awareness and a commitment to personal growth.
- Display resilience and agility in a changing work environment.
- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to manage a variety of tasks and issues concurrently.
- Proven ability to build and maintain productive and respectful relationships and partnerships.
- Ability to work effectively as part of team a to deliver positive organisational outcomes.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to staff.

## **MANAGEMENT SKILLS**

- Ability to make independent decisions, good judgement and work with autonomy, initiative, and minimum supervision.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

## QUALIFICATIONS AND EXPERIENCE

- Relevant tertiary qualifications (Diploma or Degree) or extensive relevant experience in Records/Archival/Information management/Customer Relationship Management, or
- Proven extensive experience within a records and information management environment
- Experience in EDRMS and related technologies is essential
- Proven high level of accuracy and attention to detail within an EDRMS
- Good organisation and time management skills
- Experience in a local government an advantage
- Excellent communication skills (written and verbal) including the ability to adapt communications, build relationships and gain cooperation of internal and external stakeholders.
- A current Victorian Drivers Licence

## KEY SELECTION CRITERIA

- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information as required.
- Relevant tertiary qualifications or extensive equivalent experience in Records/Archival/Information management/Customer Relationship Management
- Demonstrated extensive experience/knowledge of EDRMS and related technologies
- Effective ability in prioritising work, analysis and problem-solving skills with capability to work to deadlines
- Able to work with minimum supervision and make sound decisions based on experience and good judgement.
- Ability to deal effectively, diplomatically and confidentially with enquiries and concerns.

## CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2021 and Cardinia's policies and procedures.

**Tenure** This is a full time position.

**Pre-employment checks** All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Working with Children Check.