

POSITION DESCRIPTION

Position Title:	Senior Information Management Officer (E-Forms)		
Classification:	Band 5	Status	Full Time – Maximum Term
Group:	Customer, People & Performance	Business Unit:	Information Services
Reports to:	Team Leader – Info Management		
Direct Reports:	0	Date:	June 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 provide stewardship in data governance, eforms, including incorporation of process redesign and use to enable automation, reuse and application as an information asset.
- To foster effective relationships across teams and disciplines for effective data and records governance so that data and information is captured and preserved as a valued asset of the organisation.
- To support the delivery of records management services across the organisation.

KEY RESPONSIBILITIES AND DUTIES

eForms

- Provide stewardship and governance on all matters related to eForms, including but not limited to development, data standards application, and control across customer contact capture points.
- Develop and implement e-forms to meet organisational objectives. Maintain, trouble shoot and rectify issues related to e-forms with escalation for support available internally via Information Management Support or externally to the vendor where matter is unable to be resolved. Maintain statistical reporting on eForms stewardship.
- Manage document control, including the implementation of incoming correspondence rules for Action Officers. Notify the Information Management Team of updates/ amendments.

OFFICIAL

- Business Unit Reviews - implement identified Information Management Requirements incorporating data / information collection.

Records Help Desk

- Identify and support information management service improvements.
- Provide Level 1 and 2 EDRMS Help Desk support and escalate when appropriate
- Monitor and assist in the ongoing quality assurance and data integrity of the EDRMS
- Provide user and Information Management training in the correct use of the EDRMS

Incoming Mail Services

- Provide day to day support in the delivery of incoming mail services for the organisation.
- Resolve incoming mail exceptions within CAS and provide ongoing support for machine learning.
- Receive daily non-registered mail, maintain pigeon-hole distribution and deliver cheques and non-registered financial records to Customer Support.
- Ensure Vital records are captured and recorded into the EDRMS, then tracked and securely Stored.
- Provide quality assurance on hard copy mail and emails into the EDRMS
- Maintain business rules for Action Officers and document control. Notify Information Management Team and eCloud of advised and approved customer changes
- Contribute to and support information management service improvements.
- Act as data stewards for EDRMS, providing data cleansing and reporting anomalies to EDRMS Administrator.
- Provide archives lodgement, retrieval and return services, including scan on demand as requested
- Provide support in records and information management activities as defined within daily roster.

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

- Responsible for ensuring that tasks are dealt with in a timely and efficient manner.
- Responsible for ensuring that all relevant legislation & policies, strategies and other matters are taken into consideration when making a decision or providing advice
- Responsible for the quality, accuracy and timeliness of daily workloads being processed
- Respond to enquiries from internal staff / business units and members of the public in an efficient & timely manner where required.
- Decisions may be subject to appeal by more senior employees
- Accountable to the CIO/Team Leader for performance in each of the identified key responsibilities and duties of the position.



- Authority to plan and organise own activities and workload to meet goals and priorities as established within guidelines.
- Broad authority in accordance with instructions and delegation from the CIO/Team Leader
- The work generally falls within specific guidelines but with scope to exercise discretion in the application of established standards and procedures.
- The quality of decisions and the judgment demonstrated by this position may impact on the work of the CIO and/or Team Leader.

JUDGMENT AND DECISION MAKING

- Guidance and advice are usually available, within timeframe to make a choice.
- The objectives of the work are clearly defined with procedures understood and duties are carried out with minimal supervision.
- Position is required to solve problems and create procedures.
- Independent decisions can be made regarding work priorities, problem solving, dealing with issues and action to be taken. The use of initiative and creativity is expected.
- Solve problems using procedures and guidelines, applying knowledge and previous experience,
- Good judgment in responding to requests for Manager/Team Leader's time and daily activities
- Tasks to be performed may involve selection from a range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations.
- Ability to make good decisions based on knowledge and experience to ensure issues related to the position and customer service are promptly remedied.

SPECIALIST KNOWLEDGE AND SKILLS

- Attention to detail and a high level of accuracy.
- Ability to research and analyse information.
- Knowledge, understanding and application of information management principles in relation to compliance and legislative requirements.
- Knowledge and skills in the use of the EDRMS and associated integrated systems – including external systems.
- Computer literacy skills to support EDRMS administration, training and data cleansing tasks as required.
- An understanding of the role and function of the Information Services unit and the broader local government context.
- Good knowledge of the structure and operations of the organisation.
- Creativity, initiative and resourcefulness is required.
- Ability to maintain confidentiality at all times.

INTERPERSONAL SKILLS

- Ability to facilitate training to the team where required and respect of confidences.
- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Ability to demonstrate and display Cardinia Shire Council's values – Teamwork, Respect, Accountability, Communication, Customer Service.
- Well-developed verbal, written communication and interpersonal skills including the ability to liaise with both internal and external stakeholders.
- Ability to work independently yet be an effective member of a team and contribute to team goals.
- Ability to gain the cooperation, develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Ability to develop options, solve problems and be flexible as required.
- High level customer service skills.

MANAGEMENT SKILLS

- Able to prioritise, manage and complete multiple tasks within tight time frames.
- Capacity to plan and manage work within agreed performance standards.

- Respond to staffing issues as identified and refer unresolved issues to the Team Leader - Information Management as soon as practicable.
- Ability to plan, organise, set priorities and manage time, so that organisational resources are optimised, and objectives are achieved within a timetable and agreed performance standards.
- Ability to operate in an environment with demanding workloads and time constraints.
- Organisation skills for self and others, including the ability to be assertive.

QUALIFICATIONS AND EXPERIENCE

- Certificate 4 in Business Administration - Record Management, or equivalent
- Demonstrated experience working in a records and information management environment.
- Experience in EDRMS, forms technology and related technologies is essential.
- Knowledge of business process analysis for data capture, use and form design improvement and application.
- Proven high level of accuracy and attention to detail within an EDRMS and related systems.
- Good organisation and time management skills
- Experience in a local government an advantage.

KEY SELECTION CRITERIA

- Ability to embrace the Cardinia values and keys to success.
- Relevant tertiary qualifications in Records/Archival/Information management or equivalent including an understanding of state record keeping legislation.
- Demonstrated experience/knowledge of EDRMS and related technologies, such as Infinity and Open Office, and data cleansing software.
- Effective ability in prioritising work, analysis and problem-solving skills with capability to work to deadlines.
- Able to operate effectively in a team, contributing positively to team operations and working relationships.
- A strong customer service focus and commitment to maintaining service performance standards.
- Demonstrated verbal, written, interpersonal and communication skills.
- Demonstrated experience/knowledge of current information management technology trends.
- Ability to embrace and act in accordance with the Cardinia Values and behaviours.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure This is a full-time maximum term 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 and Financial Background check.