

1. JOB IDENTIFICATION:

Title of Position: INFORMATION MANAGEMENT OFFICER
Business Unit: TECHNOLOGY AND BUSINESS IMPROVEMENT
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 Executive Manager Technology and Business Improvement.

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.



Better Together



Be Progressive



Strive for Excellence

- 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 on 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.

Work Health and Safety (WHS) Responsibilities:

- Actively support and contribute to the City of Unley's proactive safety culture by always demonstrating safe behaviours and respectful conduct.
- Identify and promptly report hazards, unsafe conditions, near misses, injuries, incidents, aggression, or property damage to their Program Coordinator.
- Take reasonable care for their own health and safety and ensure their actions do not adversely affect the health, safety, or wellbeing of others.

- Follow all requirements outlined in the City of Unley's WHS Management System, including relevant safe work procedures and emergency protocols.
- Attend required WHS inductions, training, and briefings, and follow all instructions, guidance, and safety advice provided.
- Use plant, equipment, and personal protective equipment correctly and only for its intended purpose and report any defects or damage.
- Immediately cease work and notify their leader if they believe a task presents an uncontrolled or serious risk.
- Raise concerns respectfully where tasks, workload, behaviours, or interactions may present physical or psychosocial risk.
- Support a respectful and inclusive environment free from bullying, harassment, discrimination, or inappropriate behaviour.
- Participate in safety discussions, reviews, or improvement activities where reasonably requested.
- Comply with emergency management procedures, including evacuation and incident response instructions.

SAFE ENVIRONMENT:

- Comply with the City of Unley Safe Environment policy and all relevant policies and procedures.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is required.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three or five years (time frame is related to specific clearance type), unless more regular screening is required for legislative purposes.

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.

<h1>OUR VALUES</h1>		
	<h2>Better Together</h2> <p><i>Looks like ...</i></p> <ul style="list-style-type: none">• Everyone matters• Embrace diversity and difference• Work as a team• Collaborate with others• Show care and support• Share information and share the load• Celebrate the wins, and the effort to get there	
	<h2>Be Progressive</h2> <p><i>Looks like ...</i></p> <ul style="list-style-type: none">• Adapt, experiment and try new ways• Be agile, open and take the right risks• Seek new information & perspectives• Learn and grow• Embrace challenge and take action• Shape the future	
	<h2>Strive for Excellence</h2> <p><i>Looks like ...</i></p> <ul style="list-style-type: none">• Deliver our best work• Set the benchmark high• Be the best at getting better• Reflect, evaluate and measure• Achieve outstanding results• Have pride in working for local government	

4. PERFORMANCE AND SKILL REQUIREMENTS:

a) Qualifications/Experience

Essential

- Experience in the use of Electronic Document Records Management Systems (e.g. TechnologyOne 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.
- Proficiency in using the Microsoft Suite of Applications, 365 and internet technologies.

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

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 in 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

- Capacity to read and accurately summarise 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.
- High level of computer literate and experienced in the using MS Office suite.

d) Personal Attributes

Essential

- Demonstrated attention to detail and high level of accurate 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.

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: