

POSITION DESCRIPTION

Position Title:	Records Officer	Directorate:	Community & Customer Services
Position Number:	100313	Department:	Contact & Guidance
Employment Status:	Permanent	Section:	Customer Services
Employment Type:	Part Time	Location:	Chambers
Classification:	Schedule A, Salary Point 5		
Reports to:	Senior Records Officer		

PRIMARY PURPOSE:

To provide day to day assistance and perform tasks in the management of Council’s Information Management program and computer system.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The Records Officer reports to the Senior Records Officer for all operational and management matters.
- The role is a key contributor to the Records Team and will liaise with employees of Council.

2. External:

- The role will liaise with external stakeholders such as Local, State and Government agencies, offsite storage providers and document management agencies, solicitors, community groups, members of the general public, ratepayers, residents, visitors and contractors to the City of Glenorchy.

OUR VALUES:

We respect each other

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters

We are trusted

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn

Together we are better

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge

We deliver

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

OUR CULTURE:



We foster and model a culture where:

- We **RESPECT** others and their viewpoints as being as important as our own.
- We trust and are **TRUSTED** by each other.
- We know that by working **TOGETHER** we achieve better outcomes.
- We take personal responsibility, and together we **DELIVER** for our community.

This is **OUR WAY** to achieve results through our people and teams to make Glenorchy a better place every day.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Records Management	<ul style="list-style-type: none">• Processing of correspondence both paper and electronic.• Scanning, registration, and hard copy processing of all records.• Tracking and transfer of records/files.• Management/distribution of publications and journals.• Department procedure documentation.• Project work as delegated
Performance Management System	<ul style="list-style-type: none">• To liaise with other team members and meet the requirements of the GCC performance management system.• Meet the requirements of the learning and development plan to keep pace with IM technology and changes.• To attend and provide input at team meetings.• To provide support to staff in areas of Record keeping or retrieving Information.
Record Keeping	<ul style="list-style-type: none">• Recall and reinstate information from secondary storage facilities upon request.• Sentencing, disposal, and transfer of records as per the provisions of the Archive Act 1983 and General and Specific Schedules for Local Government, and applicable Disposal Authorities.• Responsible and accountable for creating, keeping, and maintaining authentic, accurate and reliable records.• Ensure data is documented on business decisions, actions and practices undertaken or performed by your position.• Records must be saved within Council's approved recordkeeping systems, in accordance with Council's policy and practices.
Customer Service	<ul style="list-style-type: none">• Promote the positive image of Council as a whole.• Ensure that a high standard of customer service is maintained to both internal and external customers.• Engage, listen to and act where appropriate on feedback from our customers.• Implement, evaluate and continuously improve quality systems and processes for the section
General	<ul style="list-style-type: none">• Assist in the achievement of agreed outcomes consistent with department business plans and budgets.• Perform any other duties as directed.

Organisational Responsibilities

- Support and adhere to Council's policies and procedures, code of conduct and relevant acts.
- The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

- Nil

KEY SELECTION CRITERIA:

1. A qualification in a related field, or a minimum of 2 years of experience in a similar or administration role.
2. Experience in the use of electronic record systems and the Microsoft suite of applications.
3. Well-developed communication skills with the ability to relate to people at all levels and to influence where appropriate.
4. Sound knowledge of sentencing, retention and disposal procedures, or the ability to acquire that knowledge.
5. Demonstrated knowledge and experience in quality assurance checking.
6. Highly organised, with the appropriate administration skills to be able to meet deadlines under conflicting pressures while meeting customer expectations.
7. Display integrity, responsibility, and respect for others with the demonstrated ability to work as part of a team and autonomously on specific projects.

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:			
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	