

# POSITION DESCRIPTION

<b>Position Title:</b>	Document Management Officer (GIPA)
<b>Department</b>	Governance & Risk
<b>Division:</b>	Corporate Services
<b>Grade:</b>	7
<b>Approved Status:</b>	Full Time – 35 hours/week
<b>Last Reviewed:</b>	February 2018
<b>Reviewed By:</b>	Manager, Governance & Risk

## 1. Objectives of Position

- 1.1. To provide access to information services to the general public.
- 1.2. To assist with the administration and coordination of Council's records and information management, archiving and storage.
- 1.3. To register and monitor Legal Documents, process matters relating to Information Access and Freedom of Information and assist in processing of Subpoenas.
- 1.4. To assist Records Supervisor to ensure that the mail and information distribution needs of Council are addressed.

## 2. Key Accountabilities

### 2.1. Technical / Operational

- 2.1.1. Research records in relation to Government Information Public Access Act 2009.
- 2.1.2. Assist the Records Supervisor in providing a timely and reliable records, document and information service to all customers both internal and external.
- 2.1.3. Assist in ensuring the integrity of Council's Records.
- 2.1.4. Maintain Council's Legal Document Register.
- 2.1.5. Assist with the mail distribution needs of Council.
- 2.1.6. Assist with the preparation of Agendas and Minutes for binding and storage.
- 2.1.7. Assist the Records Supervisor to manage Council's offsite storage needs through the Government Records Repository.
- 2.1.8. Comply with the State Records Act 1998.
- 2.1.9. Assist in the processing of Subpoenas by retrieving requested files/documents.

### 2.2. Communication, Consultation & Engagement

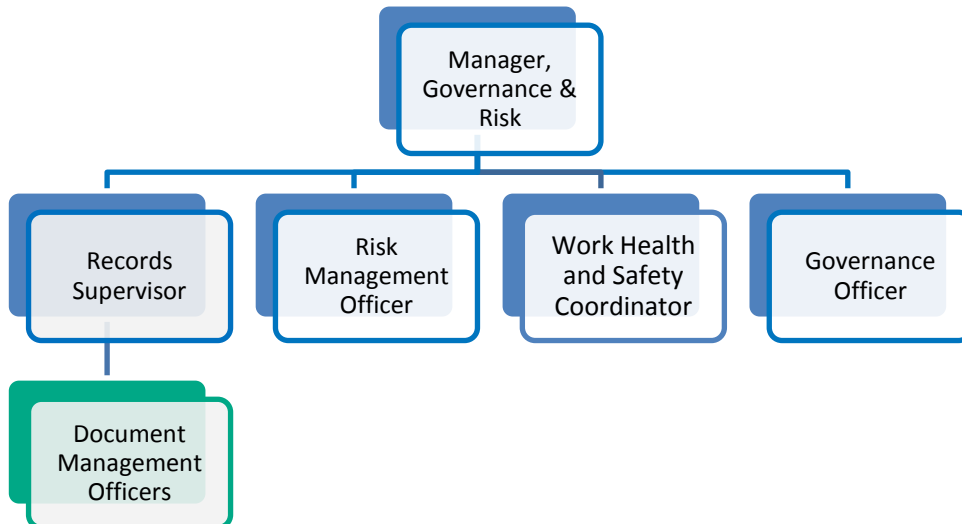
- 2.2.1. To provide information in a transparent, open and timely manner.
- 2.2.2. To provide excellent customer service to both internal and external customers.
- 2.2.3. To ensure confidentiality in relation to Council Records in accordance with Council's Code of Conduct and the State Records Act 1998.

### 2.3. General

- 2.3.1. To comply with the operational responsibilities unique to the position as outlined in the attached schedule.

- 2.3.2. Collaborate and communicate with the Governance & Risk team members to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency.
- 2.3.3. Support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to improve operational efficiency.
- 2.3.4. Carry out additional tasks within your skill set as assigned by Manager, Governance & Risk.

### 3. Position / Department Structure



### 4. Essential Knowledge, Skills and Experience (Essential Criteria)

- 4.1. Experience (minimum 2 years) in the provision of access to information services.
- 4.2. High level knowledge of the Government Information Public Access Act 2009, Privacy & Personal Information Protection Act 1998.
- 4.3. Demonstrated experience in records administration.
- 4.4. Demonstrated strong interpersonal abilities and customer service experience.
- 4.5. High level written and verbal (English) communication skills.
- 4.6. Effective organisational and analytical skills.
- 4.7. Experience with records management systems and desktop applications such as Microsoft Office.
- 4.8. Broad knowledge of the functions and operations of Council.

### 5. Desirable Knowledge, Skills and Experience (Desirable Criteria)

- 5.1. Ability to work with archived documents.

## 6. Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Appointed employee

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Supervisor / Manager

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Director / General Manager

## SCHEDULE OF OPERATIONAL RESPONSIBILITIES

### 1. Work, Health & Safety Responsibilities

#### 1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

### 2. Equal Employment Opportunity Responsibilities

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

### 3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Councils policies & procedures.

### 4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

### 5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

## 6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

## 7. Delegations

Delegations for the position are listed in the Register of Delegations for Corporate Services and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

## 8. Organisation Values

### 8.1. Creativity

All staff are encouraged to explore opportunities and new ideas.

### 8.2. Fun

We choose to create a great place to work.

### 8.3. Leadership

We inspire and enable staff to bring out the best in themselves and each other.

### 8.4. Teamwork

We work together collaboratively, and in support of each other.

### 8.5. Respect

We treat each other the way we would like to be treated.

## 9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: \_\_\_\_\_  
Appointed employee

Date: \_\_\_\_\_

Initialled: \_\_\_\_\_  
Supervisor / Manager

Date: \_\_\_\_\_

# SKILLS PROGRESSION & ASSESSMENT RECORD

## DOCUMENT MANAGEMENT OFFICER



**Generic skills – Apply to all salary steps**

Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Accept responsibility for and manage own work	Work area is well organised and safe in accordance with relevant standards/policies						
	Instructions are clearly understood and factors effecting work requirements are identified and appropriate action taken						
	Workload is reviewed and prioritised within allocated timeframes						
	Responsibilities and duties are performed in accordance with work standards and Council policies, procedures and code of conduct						
	Appropriate persons are informed if additional support is required to complete allocated work within agreed timeframes						
Communication	Communication with staff at all levels is appropriate to the workplace standards and promotes co-operation at all times						
Code of Conduct, organisational policies, operating management standards and procedures	Comply with the requirements of Council's Code of Conduct						
	Comply with all organisational policies, operating management standards and procedures						
Customer Service	Communication with the public is conducted in a courteous manner and the information provided is accurate and timely in accordance with Council policy						
	A standard of personal presentation and contact with customers is in accordance with Council policy and guidelines						

Generic skills – Apply to all salary steps							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
	Complaints or disputes are identified and resolved promptly or referred to the appropriate person(s)						
EEO	The principles of equal employment opportunity are observed and implemented						
Maintain Records	Confidentiality of information and records is maintained						
	Records are secured, accessible, accurate and up to date						
	Complies with Council's Records Management Policy and the State Records Act 1998						
Organisational Values	<i>Creativity</i> – Explore, and encourage others to explore, opportunities and new ideas						
	<i>Fun</i> – Maintain a positive attitude and get to know others in the workplace						
	<i>Leadership</i> – Inspire and enable themselves and others to reach their full potential						
	<i>Respect</i> – Treat others the way you would like to be treated						
Sustainability	<i>Teamwork</i> – Work together collaboratively and in support of each other						
	Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies and procedures						
WH&S and Risk Management	Take reasonable care for the health and safety of themselves and others						
	Cooperate with any reasonable policy or procedure of Council in relation to WH&S						
	Reports all incidents, hazards and near misses to their direct supervisor						
	Use Personal Protective Equipment (PPE) where appropriate						
	Maintain all tickets, licences, operative training etc., required for the job.						

<b>Generic skills – Apply to all salary steps</b>							
<b>Common Skills</b>	<b>Standard for the use of skills</b>	<b>N/A</b>	<b>Employee</b>		<b>Reviewer</b>		<b>Comments</b>
			<b>Standard Met</b>		<b>Standard Met</b>		
			<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	
	Attend all specified training and induction courses						
	Participate in workplace inspections						



Step 1							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
<b>Meet Essential Qualifications and Experience</b>							
Receive & Distribute Incoming Mail in an effective and efficient manner	Incoming mail opened and sorted in a timely manner in accordance with agreed to Service Level Agreements.						
	Relevant Incoming mail to be scanned and registered in Council's Electronic Document Management System.						
	Mail is sorted and dispatched to nominated person/section.						
Receive & Dispatch Outgoing Mail	Outgoing mail sorted and weighed by 3.30pm daily.						
	Mailing Statement completed daily as per Australia Post Standards.						
Distribution of Internal Mail & Files	Mail/Files delivered to Sections at a minimum of twice daily (One AM and one PM).						
	Sections' Out Trays emptied at a minimum of twice daily (One AM and One PM).						
Council Faxes	Relevant Council faxes to be registered and distributed in Council's Electronic Document Management System on a regular basis each day.						
	Other Council faxes to be printed and distributed to relevant person/section as per distribution of Internal Mail.						
Council Emails	Council emails checked and distributed on a regular basis each day.						
	Relevant Council emails to be registered and distributed in Council's Electronic Document Management System.						
Council Street Letterbox	Letterbox to be cleared daily.						
Create new Customer and Subject Indexes in	New Subject Indexes are created as required using the Keyword for Council Thesaurus/Manual.						

Step 1							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Council's Electronic Document Management System	Customers created as required with all details that are available.						
	Any duplication of Customer Names are reported to the Records Supervisor.						
Record document movements	Movement of all documentation is recorded.						
	Records pertaining to the movement of records are accurate and up to date.						
Filing of loose documents	Documents sorted and classified .						
	Documents are filed in correct location and sequence.						
Retrieval of documents from Records System	Requested File/Records are located within the designated timelines.						
	Problems with locating or retrieving documents are resolved or reported to the appropriate officer.						
	Security and confidentiality procedures are followed.						
Basic Knowledge of Government Information (Public Access) Act - GIPA	Demonstrate awareness of GIPA.						
Prepare and draft standard letter	Prepares letters for signature in the required format within designated time frames.						
Communicate effectively and tactfully with people of all levels	Communicates effectively, both orally and in writing, at all levels.						
	Handles enquiries and request for information in a courteous and helpful manner.						
Utilise Computer Software Applications (Microsoft Office)	Demonstrate ability to use computer software applications including word processing, spreadsheet and databases.						

Step 2							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Understanding of Records Procedures	Demonstrate Council's Procedures in relation to Incoming and Outgoing mail. Records are maintained correctly, accurately and up to date.						
	All procedures are achieved within agreed timeframes.						
Understanding of Council's Document Management System/s	Demonstrate ability to use Council's Document Management System/s.						
	Request search for documents received.						
Assist in ensuring that Council complies with State Records Act 1998	Check State Records Manual for recommended work procedures.						
Assist in maintaining Council's Agendas, Minutes	Assistance is provided to Minutes Secretary to ensure Agendas and Minutes are filed correctly.						
Assist in Maintaining offsite storage through Government Records Repository	Archiving procedures are followed.						
	Records are kept up to date.						
Research Information for Government Information (Public Access) Act - GIPA	Information requirements are clarified and sources of relevant information is identified and assessed.						
	Information is collated and produced in useable form within agreed time frames.						
	Additional information required is identified and accessed.						
Assist in Maintaining	Archiving procedures are followed.						
	Archives are stored accurately.						

<b>Step 2</b>							
<b>Common Skills</b>	<b>Standard for the use of skills</b>	<b>N/A</b>	<b>Employee</b>		<b>Reviewer</b>		<b>Comments</b>
			<b>Standard Met</b>		<b>Standard Met</b>		
			<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	
Council's storage	Ensure that WH&S practices are followed.						
Assist in processing of Subpoenas	Demonstrate knowledge of File/Document locations.						
	Files/Documents provided in a timely manner.						
Archiving of Files	Demonstrate knowledge of General Retention & Disposal Authority – Local Government Records (GA39).						
	Files are archived as per Council Procedures.						

Step 3							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Recommend improvements to Council's Document Management System/s	Demonstrate extensive knowledge of Records Procedures.						
	Be proactive in offering suggestions to improve system, processes & workflows.						
Recommend improvements to Records Procedures	Demonstrate extensive knowledge of Records Procedures.						
	Be proactive in offering suggestions to improve processes and procedures.						
Destruction of Files as per General Retention & Disposal Authority (GA39)	Demonstrate knowledge of General Retention & Disposal Authority (GA39).						
	Ensure correct procedures are followed.						
	Files are destroyed as per Council Procedures.						
Deal with difficult customer situations	A calm conciliatory approach is maintained.						
	Established Council procedures are followed regarding dealing with difficult people.						
	Assistance is sought where necessary.						
Provide relief for Records Supervisor	Proven ability to relieve the Records Supervisor position when required.						
	Interaction between Managers and staff.						

Step 4							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Training of Staff in Document Management System	Demonstrate ability to train staff in Document Management System.						
	Feedback from staff.						
Knowledge of Archive Procedures	Extensive knowledge of Archive Procedures.						
Assist in maintaining Council's Legal Document Register	Ensure legal documents are recorded and filed as per Council Procedures.						
Council Agendas and Minutes	Preparation of Agendas and Minutes for binding and storage.						
Knowledge of Australian Standards on Records Management (ASO 15489) and State Records Act 1998	Extensive working knowledge and understanding of ASO 15489 and State Records Act 1998.						
	Adherence and compliance to State Records Act 1998 Recommendations and Guidelines.						
	Proactive in making suggestions to improve compliance with ASO 15489.						

<b>Step 5 – Work plan</b>									
<b>Part 1 – To be derived from Operating Plan</b>									
Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
<b>EXAMPLE using row 154 of the Delivery Plan spreadsheet – Executive Services for the Manager Corporate Strategy position</b>									
<i>Engage residents, ratepayers and other stakeholders in decision making about Council resources and other issues</i>	<i>Coordinate an ongoing community engagement program to identify and test the levels of Council service and subsidy required by our local community.</i>	<i>Responsible for community engagement program which includes:</i> <ul style="list-style-type: none"> <li>• <i>Citizen’s Panel review of Council services</i></li> <li>• <i>Customer Satisfaction Surveys</i></li> <li>• <i>Community workshops on FP20 &amp; Resourcing Strategies</i></li> </ul>							

<b>Step 5 – Work plan</b>									
<b>Part 2 – General, Planned and Ongoing Activities (including Professional Development opportunities)</b>									
Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
<i>Example</i>	<ul style="list-style-type: none"> <li>• <i>Taking on higher level responsibilities</i></li> <li>• <i>Exposure to other work activities</i></li> <li>• <i>Improvements in current work practices</i></li> </ul>								



<b>Step 6 – Work plan</b>									
<b>Part 1 – To be derived from Operating Plan</b>									
Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
<b>EXAMPLE using row 154 of the Delivery Plan spreadsheet – Executive Services for the Manager Corporate Strategy position</b>									
<i>Engage residents, ratepayers and other stakeholders in decision making about Council resources and other issues</i>	<i>Coordinate an ongoing community engagement program to identify and test the levels of Council service and subsidy required by our local community.</i>	<i>Responsible for community engagement program which includes:</i> <ul style="list-style-type: none"> <li>• <i>Citizen’s Panel review of Council services</i></li> <li>• <i>Customer Satisfaction Surveys</i></li> <li>• <i>Community workshops on FP20 &amp; Resourcing Strategies</i></li> </ul>							

<b>Step 6 – Work plan</b>									
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Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
<i>Example</i>	<ul style="list-style-type: none"> <li>• <i>Taking on higher level responsibilities</i></li> <li>• <i>Exposure to other work activities</i></li> <li>• <i>Improvements in current work practices</i></li> </ul>								

**Agreement**

The skills descriptors are current and accurately reflect the requirements of the position.

Manager name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_