



CUMBERLAND
CITY COUNCIL

Position Description: Records Management Officer

PRIMARY ROLE STATEMENT

Our purpose is to provide valuable services that strengthen and support the Cumberland Community.

Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

The Records Management Officer will demonstrate expertise in Records and Information Management principles by providing an efficient, effective, and reliable electronic document management service for the Council. Undertake the daily records management processes and tasks of Council, including the preparation, scanning, registration and dissemination of internal and external records pertaining to Council's business.

KEY DUTIES AND RESPONSIBILITIES

Key Relationships

- Support and promote teamwork through cooperation, communication, sharing of relevant information and provision of responsive and accurate advice.
- Internal Relationships - Decisions affect work and activities of others within the work group, Section or specific project teams and operationally within the Corporate Services section.
- Internal relationships include:
 - Council employees
 - Managers and supervisors
 - Leadership team
- External Relationships may include:
 - Legal advisors
 - Public and residents
 - Other Local Government employees.

Responsibilities

- Carry out all duties in accordance with all relevant legislative, industrial and Council policy requirements and standards and procedures including the areas of EEO, Code of Conduct, all staffing policies and OH&S and Rehabilitation legislation
- Create and process customer requests as required, and register/disseminate incoming emails in a timely manner
- Process other incoming mail (junk mail, cheques and invoices) in a timely manner to ensure that these are forwarded to appropriate officers for action

- Provide assistance and support to Council staff with regard to use of electronic record keeping functions, EDRMS and Records Management
- Assist the Governance unit with research requests for records and information under the Government Information (Public Access) Act and subpoenas as required
- Prepare and distribute all mail to areas of Council to ensure an efficient internal mail service
- Retrieve hard copy records as appropriate for reference by internal customers, including recalling files located at off site storage facility
- Assist Archivist when required with the management of archival records, relocation to storage areas and implementation of disposal schedules
- Provide support in emergency circumstances during periods of staff absences to Council's Access to Information/Governance unit
- Liaise with internal customers where required to advise on appropriate titling, filing and other records management standards
- Assist in monitoring compliance with State Records Act across the organisation
- Assist in the management of hard copy files, including the creation of files and location tracking of records where appropriate
- All other duties as directed by the Records Management Team Leader or Records Management Coordinator.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to Council's Internal Ombudsman in the first instance, who will notify the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

Work Health and Safety

- In accordance with Council's WHS policy 2018, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have agreed to work to this policy.



We are **determined**
to succeed

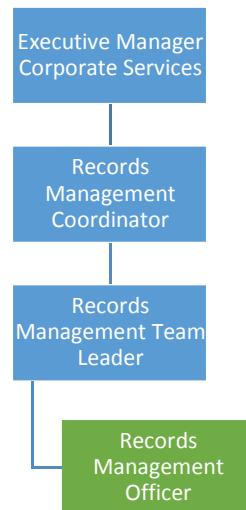


We are **inclusive**
in our approach



We are **progressive**
in our outlook

ORGANISATION STRUCTURE



ABILITIES, QUALIFICATIONS, EXPERIENCE

Essential

- Previous experience in a formal recordkeeping environment
- Well developed written and verbal communication skills
- Experience in the operation of an electronic document records management system (EDRMS)
- Demonstrated team player and possesses the ability to work effectively in a team environment
- Effective interpersonal and customer relation skills with experience providing excellent internal customer services within agreed performance criteria
- Demonstrated self starter with the ability to initiate further projects or work tasks after routine tasks are completed without direct or constant supervision
- Demonstrated experience with MS Office suite
- Knowledge of the State Records Act and associated legislation.

Desirable

- Tertiary records management qualification or certificate or the ability and desire to undertake these courses
- Experience in the Technology One ECM EDRMS System.



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Employment Screening Required

Nil

Position and Est number	SPCF28C.1, EST0294
Classification	Grade 6
Job Function Group:	Corporate Support
Reports to:	Records Management Team Leader
Staff Reporting Responsibilities:	Nil
Budget Responsibility:	Nil

Date:

Agreed:

[Insert Employee Name]

Employee signature



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