

Information Management Officer

Reports to	Information Management Team Leader	Key Relationships	Offsite Storage Representatives
Classification	Band 4		Australia Post Representatives
Position number	332024		Other Service Unit Representatives
What will you do?		Who are you?	
<p>Service Delivery</p> <ul style="list-style-type: none"> Undertake the incoming correspondence capture in accordance with MCC policies and procedures in a timely manner. Carry out the outgoing mail processes and the associated activities. Organise Scan-on-Demand services to MCC team members as requested in a timely manner. Retrieve and return to and from off-site and/or on-site storage facilities. Assist in maintaining and improving MCC's records and information management systems and practices including, contributing to quality assurance activities and change management initiatives. Appraise, sentence and transfer inactive records in accordance with Public Record Office Victoria (PROV) Retention and Disposal Authorities and MCC. <p>Systems and process</p> <ul style="list-style-type: none"> Contribute to the enhancement of established MCC information management procedures if required. Carry out functions that contribute to the enhancement of digital document and information management approaches. Advocate and promote digital storage and access for MCC assets. Provide accurate information management advice to support all areas of MCC. <p>People</p> <ul style="list-style-type: none"> Work cooperatively and collaboratively with team members to meet team deadlines, and carry out the Unit function. Foster a friendly and safe working environment at all times. 		<ul style="list-style-type: none"> Experienced in information/records management, preferably in local government. An expert in the use of TRIM (RM/CM), EzeScan, Microsoft Office. Proficient in appraising and sentencing records using PROV RDAs. Confident in applying and adhering to information management policies, procedures and legislation, including the Public Records Act 1973, supporting PROV Standards, Specifications, Guidelines and Advices. Able to work collaboratively as part of a team and communicate appropriately at all times with team members to gain cooperation of others. Flexible and agile in managing a high volume workload, setting goals and meeting daily targets while paying attention to detail. <p>What do we expect?</p> <ul style="list-style-type: none"> Model and lead our values. Be dedicated to delivering a consistent, connected and customer-focused service while modelling our values. Be committed to maintaining a safe and healthy workplace. Act consistently with our Employee Code of Conduct. Be flexible and responsive to business requirements. 	

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What are your key responsibilities?

Service Delivery	<ul style="list-style-type: none"> • Carry out the mail opening, digitisation, registration and distribution of incoming correspondences. • Carry out the outgoing mail processing including, Australia Post online lodging and its associated internal reporting. • Organise the Scan-on-Demand service through off-site storage provider. • Organise the retrieval and return of physical files from off-site and/or on-site storage. • Appraise, sentence and transfer inactive records according to Public Record Office Victoria (PROV) Retention and Disposal Authorities and MCC procedures.
Systems and Processes	<ul style="list-style-type: none"> • Contribute to quality assurance activities in order to maintain and improve MCC's records and information management systems and practices. • Assist staff with incoming and outgoing mail related enquiries. • Assist staff with basic TRIM enquiries. • Assist staff with hard copy records transfer enquiries. • Contribute to the enhancement of established MCC information management procedures if required. • Provide accurate information management advice to support all areas of MCC.
People	<ul style="list-style-type: none"> • Participate in team meetings and activities and foster a safe working environment at all times. • Work cooperatively and collaboratively with team members to meet team deadlines, and carry out the Unit function. • Participate in the MCC's Performance Development and Review process.

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What are the key requirements?

Accountability and extent of Authority	<ul style="list-style-type: none"> • Accountable for timely response to customer request for assistance. • Accountable for compliance within established policies and procedures when undertaking all information management functions. • Accountable for working within health and safety processes and procedures at all times. • Demonstrated ability to perform tasks as part of a team and with minimal supervision. The Information Management Team Leader or the Coordinator must approve any process requirement outside of team policy or standard practice. The Team leader Information Management must approve any action requiring greater authority.
Judgement and Decision Making	<ul style="list-style-type: none"> • Work under general supervision following established information management procedures and practices of the Unit. • Is supported by the Team Leader and/or Coordinator Information Manager. • Capacity to choose between processes or methods within a well-established range of alternatives with guidance available.
Specialist Skills and Knowledge	<ul style="list-style-type: none"> • Demonstrated knowledge and adherence to information management policies and procedures and legislation, including the Public Records Act 1973, supporting PROV Standards, Specifications, Guidelines and Advices. • Sound operating knowledge of TRIM (RM/CM) and intermediate skills in the use of Microsoft Office and other complex office equipment. • Ability to use PROV Retention and Disposal Authorities and supporting tools. • Sound customer service skills with the ability to liaise with customers in highly professional manner. • Sound administrative and information technology skills. • Excellent customer service skills and attention to detail.
Management skills	<ul style="list-style-type: none"> • Demonstrated ability to be flexible and agile in managing a high volume workload, setting goals and meeting daily targets. • Ability to perform tasks as part of a team and with general supervision. • Ability to manage own time, plan and organise own work. • Understanding of the goals of the Information Management Unit. • Ability to provide short term coverage and guidance for the Information Team Leader as directed. • Basic knowledge of personnel practices.
Interpersonal skills	<ul style="list-style-type: none"> • Ability to work collaboratively as part of a team and communicate appropriately at all times with team members to gain cooperation of others. • Communicate at all times in an appropriate and professional manner within MCC values. • Written communication skills in order to prepare routine correspondence. • Displays professionalism and discretion in dealing with confidential or sensitive information.
Qualifications and Experience	<ul style="list-style-type: none"> • Qualification in records/information management is highly desirable. • Interest in records/information management as long term career. • Sound experience in TRIM (RM/CM) functionalities.
Mandatory Requirements	<ul style="list-style-type: none"> • Drivers Licence valid in Victoria. • Previous work experience in Records/Information Management role, ideally in local government.