



Position Description

Non-supervisory Employees

Position Title	Records Management Officer
Section	Digital Technology
Division	Business & Performance
Reports to	Team Leader Information & Data
Grade	10
Employment Status (FT/PT/Casual/Temp)	Full-Time

Position purpose

This position supports and contributes to the efficient and effective provision of consistently high quality Records Information Management Services, in the collection, maintenance, storage and distribution of information in a timely, confidential and accurate manner

Position specific responsibilities

The key duties you are expected to perform in your role.

KEY RESPONSIBILITIES	
Maintain records in accordance with State Records Act, Council policies and industry best practice	<ul style="list-style-type: none"> Contribute to the daily activities of Council's records function in line with legislation, policies, procedures and industry best practice Undertake operational recordkeeping activities including - appraisal, creation, registration, classification, sentencing, maintenance, retrieval, transfer, control and disposal of records Contribute to and support Digital Technology projects and best practice adoption across the information management function Contribute to stakeholder satisfaction with ICT and Information Management Services Contribute to the delivery and achievement of goals and objectives within the Digital Technology and Information Management Strategies
Effective management and organisation of records using Council's EDRMS and paper based systems	<ul style="list-style-type: none"> Management of both physical and electronic files Ensure appropriate security/access controls /naming conventions/metadata details are applied to electronic and physical archive records Create new electronic records as required using titling and classification method according to Keyword for Councils Provide research and search assistance to staff requiring documents from Council's EDRMS and physical archives Locate and provide information in response to complex information requests from internal stakeholders within required timeframes



	<ul style="list-style-type: none">• Maintain the security and confidentiality of information – ensuring access restrictions to records is strictly maintained• Ensure Council's legal documents and register are maintained and up to date
Administration of Council's EDRMS	<p>Act as a System Administrator for Councils EDRMS whose duties include but not limited to:</p> <ul style="list-style-type: none">• Create and inactivate internal EDRMS Users and location maintenance• Maintain security levels and access controls• Troubleshoot routine EDRMS user problems• Conduct routine quality assurance audits• Assist with system upgrades, User Acceptance Testing activities, integration testing, record migration and metadata update programs as required• Contribute to improving existing record management processes• Assist in implementing new technology and processes as required
Provide support and coaching to other staff in the use of Council's EDRMS as required	<ul style="list-style-type: none">• Complete ICT Service Desk requests within SLA timeframes• Provide clear and concise specialist records advice and support to internal stakeholders that responds to their business needs and expectations and assists them to achieve their overall business objectives• Provide coaching to staff requiring additional record keeping and EDRMS support• Communicate effectively with other staff• Investigate and promote better use of advanced features of Councils EDRMS
Other duties	<ul style="list-style-type: none">• Complete prescribed training, attend and participate in planned development activities• Attend and participate in meetings, project activities as requested• Assist the Team Leader Information and Data as required• Undertake specific projects as specified• Any other related duties as requested



Expected behaviours

Port Macquarie-Hastings Council values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Port Macquarie-Hastings Council. The values based behaviours will form the basis for individual employee performance assessments.

Values-based behaviours for Non-Supervisory Employees

Values

Expected Behaviour

Communication

- I communicate with respect
- I constructively contribute to team meetings, toolbox talks and conversations
- I share information and ideas with colleagues
- I ask questions if I don't understand

Accountability

- I always work in a safe manner, looking after my own safety and the safety of those around me
- I am responsible for my own actions
- I take initiative to progress my own work
- I follow through on my work commitments

Professionalism

- I treat others with respect
- I complete my work to the best of my ability
- I take pride in my work
- I am flexible and responsive to changing work priorities and issues

Integrity

- I act honestly
- I understand and follow the law, rules, policies, guidelines and the Code of Conduct
- I treat others the way I wish to be treated
- I contribute positively to our work

Teamwork

- I look for, and am open to, new and better ways of doing things, together
- I am an engaged and enthusiastic team player
- I step in to help others when workloads are high
- I cooperate with my team members and supervisors



Document Endorsement

Date 11/07/2018

Group Manager Digital Technology

Date 11/07/2018

Director Corporate Performance

I have read and understand the contents of the Position Description for my role. I will undertake the responsibilities and behaviours required of me.

Employee Name _____

Employee Signature _____

Date _____