

Position Description

RECORDS OFFICER

POSITION OVERVIEW

The Records Officer will demonstrate expertise in Records and Information Management principles by providing an efficient, effective, and reliable record management service for the Council.

This will include undertaking the records management processes and tasks of Council, including oversight of the preparation, scanning, registration, and dissemination of internal and external records pertaining to Council's business.

You will be required to always represent the Alpine Shire Council as a customer-focused organisation. You will undertake key responsibilities in a professional, efficient and timely manner and contribute to Council's aim of being a high-performing organisation. You will need to be passionate and multi-skilled and able to consistently deliver to a high standard.

CLASSIFICATION AND RELATIONSHIPS

Classification:	Band 5 Alpine Shire Council Enterprise Agreement
Reports to:	Manager Corporate
Supervises:	N/A

KEY DUTIES AND RESPONSIBILITIES

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
- Coordinate and monitor compliance with State Records Act across the organisation (PROV)
- Evaluate the information needs of Council and develop systems to support the efficient access, movement, cataloguing, updating, storage, retention and disposal of files and other records.
- Provide project implementation, technical assistance, and administration support to users regarding the use of electronic record keeping functions, EDRMS (Electronic Document and Records Management System) and Records Management
- Coordinate the management of archival records, relocation to storage areas and implementation of disposal schedules

- Liaise with internal customers where required to advise on appropriate titling, filing and other records management standards
- Coordinate and monitor compliance with State Records Act across the organisation
- Undertaking audits as required and establishing procedures for how long records should be maintained or kept.
- Assist the Governance Officer with research requests for records and information under the FOI Act and subpoenas re VCAT etc as required
- Retrieve hard copy records as appropriate including recalling files located at off-site storage facility.
- Provide support as required during periods of staff absences to Council's FOI obligations (higher duties)
- Oversee the management of hard copy files, including the creation of files and location tracking of records where appropriate
- All other duties as directed by your manager.

Key Relationships

- Support and promote teamwork through cooperation, communication, sharing of relevant information and provision of responsive and accurate advice.
- Decisions affect work and activities of others within the organisation, and operationally within the Corporate Team.
- Internal relationships include:
 - Council staff
 - Directors, Managers, and supervisors
 - Councillors
- External Relationships may include:
 - Legal advisors
 - Public and residents/ratepayers
- Other Local Government employees.

Accountability and extent of authority

- Responsible for the review and enhancement of business applications, data systems and digital workflows to support organisation objectives.
- Regular liaison with the Business Transformation Lead.
- Freedom to act is limited by standards and procedures but with scope to exercise discretion in the application of those procedures with regular consultation and reporting to manager.
- Accountable for the accurate, effective, and efficient operation of systems relating to key responsibility areas.
- Authority to interpret, provide advice and make decisions relevant to the position objectives, referring significant decisions to your manager.
- Compliance with Council's Procurement Policy and Procedures.

Other duties

- Display a punctual, reliable, and positive approach to work.
- Undertake other duties as directed by the Manager Corporate.
- Regularly report to your manager on records related matters and other relevant issues as required.
- Continually review and improve work methods associated with this role.

Judgement and decision making

- Ability to call on specialist professional knowledge and experience to solve problems within delegation limits and budget parameters.
- Ability to work with business units, review and make recommendations with guidance and advise available from manager.
- Ability to solve relevant issues based on previous experience and/or by the effective application of established techniques and procedures
- Use discretion, initiative, and experience from previously encountered situations.
- Perform tasks from a range of techniques, systems, equipment, methods, or processes at an expert level
- An analytical approach to work is required.
- Propose and implement solutions to a diverse range of problems and make decisions using evidence from a range of sources.

Management skills

- Proficient record keeping skills.
- Ability to work unsupervised.
- Ability to provide training to staff in Records Management.

Interpersonal skills

- Ability to establish and maintain productive relationships with internal and external stakeholders.
- Ability to liaise with counterparts in other organisations to discuss specialist records management matters.
- Good written and verbal communication skills, along with the ability to communicate expectations clearly.
- Ability to consult with application vendors to consider, where relevant, processes and solutions that provide optimal outcomes in the context of records management to meet organisational needs

EXPERTISE

Qualifications

- Tertiary qualifications in records management and/or demonstrated experience in a formal record keeping environment is desirable
- Current Victorian driver license.

Specialist knowledge and skills

- Project leadership skills and experience in leading organisation-wide projects
- Experience in the operation of an electronic document records management system (EDRMS)
- Team player who 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

Experience

- Experience in Local Government is desirable.
- Demonstrated experience in a similar role.
- Demonstrated ability to produce high quality work
- Demonstrated experience with MS Office suite
- Knowledge of the State Records Act and associated legislation
- Demonstrated experience co-designing solutions with internal stakeholders and external vendors including design, support, implementation and documentation.

HEALTH, SAFETY AND RISK DUTIES AND RESPONSIBILITIES

Nothing is more important than the health and safety of yourself and those around you.

You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person
- Seek assistance when unsure of how to perform a task
- Ensure you observe, understand, and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives
- Regularly inspect your work environment for hazards
- Immediately report all workplace incidents, accidents, near-misses, and hazards to a supervisor
- Support the return-to-work plan for any injured worker when returning to work
- Council Employees do not smoke in any workplace or when engaged in work related activities. Smoking is an issue for both Council and employees as it impacts on both the work and personal life of the smoker and other employees and in some cases the reputation of the Council

PHYSICAL REQUIREMENTS

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor Environment.

- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift, and pull using safe manual handling practices
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood.
- You must have the stamina to work long hours, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.
- The work environment may include uneven surfaces and up and down stairs.