

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Electronic Records Officer	3339
CLASSIFICATION	ANZSCO CODE
Band 4	
DEPARTMENT	DIVISION
ICT Governance	Corporate Services
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement No. 9, 2023	Phoenix Building

Position Objectives

- To ensure information is managed, recorded, and classified to ensure that Council complies with its statutory obligations as set out in the *Public Records Act 1973* and other relevant Acts and Regulations as well as meeting the Council's policies and procedures.
- Provide quality information management services, support and advice to internal staff and external key customers.
- Provide input into the improvement of Information Management services.

Key Responsibility Areas

- Contribute to the daily operations of the Information Management Unit including:
 - Opening, sorting and capture of all incoming and outgoing hard copy and electronic mail.
 - Classification and Registration of information.
 - Lodgement and retrieval of daily archives.
 - Preparation of outwards mail.
- Provide advice and direction to staff regarding Information Management best practice.
- Ensure archived records are listed and where appropriate make recommendations for cataloguing to the ICT Governance Electronics Records Administrator.
- Under the direction of the ICT Governance Electronics Records Administrator ensure that records are disposed of or transferred to the Public Records Office in accordance with legislation and Council policy.
- Assist with the ongoing management of Council's archives.
- Provide support to internal and external customers seeking information pertaining to digital and archival records.
- Provide assistance and information to Council staff on the procedures for management of records consistent with the Public Records Victoria standards and the Victorian Electronic Records Strategy.
- Assist with system administration and maintenance of Councils Electronic Document and Records Management System.
- Provide resolution to routine general enquiries in relation to Content Manager or Kapish.
- Assist with relevant initial and refresher training and awareness sessions, and provide expert knowledge, skills and advice regarding the structures, functionality, and use of Electronic Records management applications.
- Assist with the maintenance to established records management procedures.
- Identify improvements across the organisation to instil a culture of continuous improvement.
- Complete other records functions as required.
- Report hazards and incidents as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in team meetings as required.
- Adhere to City of Ballarat's Core Values at all times.

POSITION DESCRIPTION

Other

- This role may also be required to carry out other such duties as are within the limits of the employee's skills competence and training.

REPORTS TO:		DIRECT REPORTS:	
ICT Governance Electronics Records Administrator		N/A	
ORGANISATIONAL RELATIONSHIPS			
Internal:		External:	
<ul style="list-style-type: none"> All City of Ballarat Employees Councillors 		<ul style="list-style-type: none"> General Public Grace Information Management Australia Post Services and Couriers Public Records Office of Victoria RIMPA Other Local Government and Statutory bodies Software vendors 	

Accountability and extent of authority

This position is responsible for providing accurate, effective and customer focused records and information management services to meet the needs of the Council in particular:

- This position has authority to administer and carry out all the various procedures/practices involved in the daily activities of the records function of the Information Management Team following established records management principles, under the direction of the ICT Governance Electronics Records Administrator .
- Assist internal stakeholders with records and Electronic Document and Records Management Systems enquiries.
- Assist with administration and maintenance of the Electronic Document and Records Management Systems.
- The sensitivity of the information managed in the work unit requires a high degree of confidentiality.
- Prioritise daily routines functions to coordinate with specific allocated tasks.
- Providing support to other Council staff in the use of the Electronic Document and Records Management Systems and archival processes.

Judgement and decision making

- Make decisions in line with Records Management principles and this Unit's objectives.
- Capacity to be flexible and adaptable as changing circumstances impact upon corporate priorities.
- Use initiative in all aspects of the position.
- Exercise judgement on the most appropriate processes available from systems used, procedures available and methods used in the organisation.
- Contribute within a team environment to the making of decisions which affect the Information Management team.

Specialist skills and knowledge

- Experience in the use of Microsoft Office applications and Electronic Document and Records Management Systems.

POSITION DESCRIPTION

- A sound knowledge and understanding of relevant legislation covering Information Management and the ability to analyse and interpret legislative and policy documents.
- Knowledge of Regulations and Acts covering Information Management.
- Knowledge and experience of Information Management Procedures, Practices, System, and Policies.
- Well-developed oral and written communication skills, to enable achievement of the objectives of the position.
- Sound knowledge of Council's operations.
- A good knowledge of Electronic Document and Records Management Systems in an enterprise-wide setting.
- The ability to apply the Public Records Office Local Government Disposal Schedule in the sentencing of public records.

Management skills

- Ability to identify improvements in the systems, procedures, and service outcomes.
- Excellent time management skills to be able to plan and complete tasks.
- Ability to effectively administer and maintain Records Management Systems.
- Awareness of Health and Safety, and Human Resources Policies and Procedures. To show initiative and innovation in all tasks undertaken.
- Ability to research and analyse issues relating to public records and information management and provide documents and responses in a timely manner.

Interpersonal skills

- Ability to deal with all contacts in a courteous and pleasant manner, together with ability to gain cooperation and assistance from a wide variety of people.
- Excellent written and verbal communication skills.
- Ability to work as part of a team and contribute to the Team environment.
- Ability to work without supervision.
- Display a high level of professionalism and discretion in dealing with confidential or sensitive information.

Qualifications and experience

- A formal qualification in an Information Management field with relevant experience in information management OR relevant experience in Information Management particularly with regards to records/documents/image management.
- Clear understanding of the importance of compliance with Legislation particularly, the Public Records Act 1973 and the Privacy and Data Protection Act 2014.
- Demonstrated Electronic Document Management experience.

From a Health & Safety perspective the City of Ballarat requires all employees adhere to the following:

- Report hazards, incidents, injuries, and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.
- Comply with the City of Ballarat safety system.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

POSITION DESCRIPTION

SELECTION CRITERIA

- A formal qualification in an Information Management field with relevant experience in information management OR relevant and demonstrated experience in Information Management particularly with regards to records/documents/image management.
- Demonstrated keyboard and data entry skills with experience in the use of Microsoft Office applications.
- Experience in the operation and administration of Electronic Document and Records Management Systems, preferably Content Manager.
- Experience and / or knowledge of record keeping principles.
- Demonstrated ability to manage time effectively and meet deadlines without supervision.
- Demonstrated ability to work cooperatively as part of a team.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.

City of Ballarat Core Values

<p>We are honest and transparent</p>  <ul style="list-style-type: none"> • We tell the whole story. • We provide a context and rationale for our decisions. • We trust each other enough to be honest. 	<p>We are accountable</p>  <ul style="list-style-type: none"> • We do what we say we will do, when we say we will do it. • We learn from our mistakes and celebrate our successes. • We back up our teammates and also hold them to account with kindness and respect. 	<p>We value everyone</p>  <ul style="list-style-type: none"> • We show respect to everyone, even if we disagree. • We ensure everyone has access to opportunities. • We are approachable regardless of our position in the organisation. 	<p>We work with and for our community</p>  <ul style="list-style-type: none"> • We seek to understand our community's needs and take action to meet those needs. • We engage with our community and share what we are doing and why. • We manage our resources responsibly and sustainably. 	<p>We work together</p>  <ul style="list-style-type: none"> • We work towards common goals. • We support each other through the highs and lows. • We look for the best in each other.
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The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:	Signature:	Date:
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