

POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Records Management Officer		
Position Number:	28	Standard Position Hours:	35 Hours
Directorate:	Corporate and Community Services	Unit:	Information Technology
Salary Grade:	3	Award Band and Level:	Band 2 Level 1
Position Reports to:	Records Management Coordinator		
Staff Management:	Nil		
Budget Responsibility:	Nil		
Date Created:	8 August 2016	Date Last Reviewed:	1 January 2019
Version:	2	Document Number:	DOC2015/012313

ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 320 employees and is responsible for a local government area of approximately 1,950 square kilometres within the Hunter Valley of New South Wales, approximately 120 kilometres north of Sydney and 40 kilometres west of Newcastle.

Cessnock City Council provides a diverse range of services and facilities for the residents and visitors of the local government area. Cessnock City Council comprises of 3 Directorates;

- Works and Infrastructure
- Planning and Environment
- Corporate and Community Services

ORGANISATIONAL CONTEXT OF POSITION

The Corporate and Community Services Directorate manages services associated with the following functions within Cessnock City Council:

- Financial and Administration
- Information Technology
- Community and Cultural Engagement Services

The Information Technology unit is responsible for managing and maintaining all Council corporate IT systems, servers, network infrastructure and associated software.

WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 6.

For specific WHS Responsibilities, Authorities and Accountabilities applicable to this position, refer to the WHS RAA Handbook.

The person accepting this position is required to read and comply with the RAA's applicable to this position.

PRIMARY OBJECTIVE

The primary objective of this position is to ensure the provision of effective, efficient and reliable records management services to the organisation through the control and maintenance of all Council corporate records, electronic document records management system (EDRMS) and customer request management system (CRM) in accordance with Councils policies, procedures and legislation.

KEY ACCOUNTABILITIES

1. Manage incoming correspondence, both paper and digital, including sorting, registration, distribution and storage of records, in accordance with legislative and regulatory requirements, policy and procedure.
2. Provide specialist advice, support and training to staff on records management related matters with respect to the Corporate Information Systems and Employee Responsibilities under the NSW State Records Act.
3. Resolve issues by using detailed analysis, evaluation and research of information.
4. Action customer service requests within agreed service levels.
5. Undertake complex judgements based on legislative compliance regarding the disposal and archiving of corporate records, in accordance with GA 39.
6. Ensure the effective implementation and adherence to Council's Records Management Protocols.
7. Provide a high level of customer service to internal clients, and ensure that an efficient, courteous and effective service is provided to the organisation.
8. Any other accountabilities or duties as directed which are within the employee's skills, competence and training.

POSITION SELECTION CRITERIA

Essential

1. Certificate IV in Records Management or Business Administration, or demonstrated experience relevant to the position.
2. Demonstrated comprehensive knowledge and experience in a similar role, including experience with electronic document records management systems (EDRMS) and Records Disposal Authority.
3. Demonstrated knowledge and understanding of the NSW State Records Act 1998 and GA 39, Government Information (Public Access) Act 2009 and Privacy and Personal Information Act 1998.
4. Demonstrated experience and knowledge in the management and control of archives and implementing a disposal program for inactive and historical records.
5. Demonstrated high level interpersonal skills, both written and oral, and the proven ability to communicate across all levels of the organisation and provide high level customer service.
6. Demonstrated sound computer skills, including the use of Microsoft Office and other software/database programs relevant to the position and accurate and efficient data entry.
7. Proven ability to prioritise work commitments, meet deadlines and work under pressure in a high volume work environment.

Highly Desirable

1. Previous experience in a similar role within Local Government
2. Experience in corporate information systems such as TRIM/Content Manager, Authority and Intramaps.
3. Current Class C Drivers Licence

SIGNATURE

Employee

Full Name:

Signature:

Date: