

POSITION DESCRIPTION

Position Title:	Corporate Information Officer	Position Code:	CIO
Division:	Strategy, Partnership and Engagement	Grade:	D
Location:	Dubbo	Hours/Week:	35
Reports to:	Corporate Information Team Leader		
No. Direct Reports:	Nil	No. Indirect Reports	Nil

Primary Purpose of Position

The Corporate Information Officer is responsible for:

- Providing records management advice to customers in accordance with current legislation, standards, policies and guidelines.
- Management and monitoring of the corporate Electronic Document Management System (EDMS).
- Providing records management training to the organisation.
- The timely execution of all records management functions with accuracy, efficiency and integrity.
- Day to day recordkeeping functions and activities such as: registration and distribution of incoming correspondence; document profiling; maintaining the corporate information management system.
- Ensuring all major photocopying needs of the organisation are satisfied.

Key Accountabilities / Duties

Key Result Area	Primary Activities
Corporate Information Management	<ul style="list-style-type: none"> • Maintain a sound knowledge of current legislation, standards, policies and guidelines relevant to area of responsibility • Provide training to small groups including support and documentation, to ensure competent use of Electronic Document Management System. • Liaise with external contractors, suppliers and other organisations to provide Council with appropriate corporate information services. • Assist in reviewing security of all records within the corporate information section to ensure there are no breaches. • Monitor Council's corporate information system ensuring timely, accurate and effective records management. • To assist daily with opening of Council's incoming correspondence as required. • Registration of incoming correspondence – in all formats for both hardcopy and softcopy • To analyse, classify and register incoming correspondence – in all formats for both hardcopy and softcopy including: <ul style="list-style-type: none"> ○ Incoming correspondence

Key Accountabilities / Duties

	<ul style="list-style-type: none"> ○ Emails from the corporate email box • Liaison with internal customers where required to advise on appropriate titling, filing and other corporate information management standards • Read, interpret and apply written précis of the correspondence inwards/outwards into the corporate information management system • Understanding the organisation's requirements for security of documents, in particular councillors, staff, worker's compensation, recruitment • The management of Council's hard copy files including <ul style="list-style-type: none"> ○ accurately book in and return files to central corporate information system also the booking of files to council officers ○ Conduct internal file audits ○ Maintain and update file and document location information for the tracking of files ○ Assist daily with the delivery of all files to the appropriate officers ○ Returning all files accurately and in a timely manner to the compactus within the Corporate Information section ○ Creation of Council hardcopy files where necessary (DA, SA) ○ To assist with providing and maintaining a neat, tidy, safe, clean and accurate storage of all hardcopy files within the compactus • Management of the sentencing of files in accordance with guidelines set out in the "General Authority" (GA39) for Local Government Records. • Ensure compliance with State Records Act, Government Disposal Schedules, Privacy Act and all relevant legislation • Scan physical mail received using a quality checking process to ensure the electronic version is a full and accurate copy • Assist in managing file and document audits. • Ensure the efficient and effective operation of Council's electronic document records system • Respond to enquiries and requests for assistance from staff in the use of the EDRMS.
Customer Service	<ul style="list-style-type: none"> • Provide a high level of customer service to the organisation • As required, assist all users in all aspects of records management in a timely manner • Provide a resubmit service of files to the organisation on a daily basis • Providing a limited retrieval service to Council of all hardcopy files • Providing assistance to the organisation for research information as required • To provide friendly and timely customer service to all officers in person over the corporate information counter
Photocopying and Binding	<ul style="list-style-type: none"> • Provide copying and binding service to the organisation

Key Accountabilities / Duties

	<ul style="list-style-type: none"> • Copy and collate all agendas and business papers as required • Assist all users with binding of documents • Maintain levels of stocks of consumables (paper, toner, combs) • Undertake maintenance required for photocopiers and associated machines
General Duties	<ul style="list-style-type: none"> • Ensure accurate and timely postal service for all outgoing documentation • Provide a scanning service to the organisation

Inherent Requirements of the Position

- A large majority of this role is office based, using computers/electronic systems, thus an inherent requirement of this position is the ability to complete sustained periods of work sitting at a desk utilising computers/electronic systems or other office based equipment
- Pre-employment Health Assessment
- The occupant of this position will be required to travel between Dubbo and Wellington and operate out of Council's office or depot facilities as necessary
- Maintain high level skills and experience in the operation of computer applications such as word processing, spreadsheets, database and other computer applications relevant to the organisation

Selection Criteria

Essential

1. Certificate in records management and/or business or experience commensurate to the qualifications.
2. Knowledge of relevant Acts and Legislation (i.e. State Records Act, GIPA, Privacy Act, Government Disposal Schedules)
3. Demonstrated knowledge, experience and management of an electronic document records management system
4. Commitment to providing quality customer service and quality service outcomes
5. Excellent time management skills and high level communication skills
6. Proven problem solving skills

Desirable

7. Experience in a Local Government environment
8. High level of competency in operating photocopiers and associated office equipment

Organisation Wide Accountabilities

Corporate Values	<p>Creating Community for Today and Tomorrow</p> <p>All employees have a responsibility to uphold the values of Dubbo Regional Council being:</p> <ul style="list-style-type: none"> • Progressive <ul style="list-style-type: none"> ○ Be Curious, Courageous And Committed
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	<ul style="list-style-type: none"> • Sustainable <ul style="list-style-type: none"> ○ Balanced Approach To Growth & Opportunity • One Team <ul style="list-style-type: none"> ○ Working Together • Integrity <ul style="list-style-type: none"> ○ Accountable For Our Actions
Work Health and Safety	<p>All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:</p> <ul style="list-style-type: none"> • Complying with Council's WHS policies and procedures • Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others • Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture & Safety within 48 hours • Participating in any WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	<p>Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.</p>
Code of Conduct and Equal Employment Opportunity	<p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: