



POSITION DESCRIPTION

Records Management Officer



**Gladstone Ports
Corporation**

Growth, prosperity, community.

POSITION DESCRIPTION

Records Management Officer

Position Number	1201
Position Status	Permanent Full Time
Position Supervisor	Deputy Company Secretary (2212)
Department	Legal
Job Level of Work	I

Job Context

The position is a part of a small team and operates both independently and as a team member, and may be relied upon by other officers to provide accurate and timely records.

The position will have responsibility for implementing initiatives from GPC's Information Management Strategy and therefore will be required to take a continuous improvement approach to all duties undertaken.

As the Corporation changes, the role will evolve and the incumbent will be expected to adopt a flexible approach to work requirements and to undertake new or alternative duties as required. This may include new technology usage, new work procedures and service delivery systems. Changes will involve the employee and will be supported with training.

Job Purpose Statement

The position is responsible and accountable for the appropriate and efficient management of the Corporation's recordkeeping system, ensuring compliance with GPC's record management obligations. This role is also responsible for the monitoring of adherence to record keeping guidelines; in doing so support the integrity of records and the sharing of information within the organisation. A key function of the role will be to maintain control over daily records management activities and services in accordance with workplace procedures including providing support to officers, employees, contractors and consultants in the use of the GPC's recordkeeping system/s.

The incumbent is required to maintain appropriate retention, archiving and disposal schedules for GPC records and apply these to physical and digital records and is expected to proactively contribute to the development of integrated records management services to support organisational goals.

Job Accountabilities

Manage classification, retention and destruction of records on behalf of GPC as per approved schedules and maintaining associated records:

- Procedures for cataloguing, recording, classifying records are documented and understood;
- Manage the disposal of records under the approved disposal schedules for GPC.
- Maintain the request for record destruction forms across GPC.
- Manage the Business Classification Scheme;
- Ongoing review and amendment of Retention and Disposal Schedules;
- Deliver reporting for compliance management and specific business areas;
- Deliver document control mechanisms for content within project environments (including initiation and project finalisation/handover);
- Monitoring and management of content within virtual collaboration spaces.

- Ensure effective and responsible retrieval, dispatch and movement of records is established, maintained, reviewed and improved:
 - Manage and coordinate the storage and retrieval of hardcopy records located onsite and offsite (QSA and Grace) as required;
 - Inform employees of appropriate record transfer processes to be approved by this role.
- Oversee registration and action all incoming mail records:
 - Applying the appropriate sentencing to all incoming hardcopy mail upon receipt;
 - Ensure procedures are established and maintained for the registration of corporate records;
 - Monitoring the capture of records across the GPC into the records management system;
 - Producing reports and statistics as required.
- Administer GPC's Record Management System:
 - Provision of content administration within GPC's Electronic Document and Records Management System.
- Provide training and guidance to users of GPC's Record Management System as required:
 - Manage and deliver training sessions for users of GPC's record management systems.
 - Responding to user requests for assistance with the GPC's record management systems or other records management issues.
- Manage and ensure compliance with all records related obligations within GPC's Compliance Obligations Register;
- Assist with the information discovery activities within the systems of records;
- Assist in the development and implementation of improvements to GPC's record management practices and procedures:
 - Contribute to data integration and information management;
 - Oversee the implementation of initiatives from GPC's Enterprise Information Management Strategy;
 - Participate in continuous improvement initiatives relating to records management;
 - Continually aim to improve operational processes and eliminate waste;
 - Participate in training that supports change/continuous improvement/sustainability practices.
- Comply with all the Health, Safety and Environment management system requirements;
- Comply with GPC's Code of Conduct and lead by example GPC's values and guiding principles:

Growth, Prosperity, Community

Our values represent the essence of our organisation. They are deeply held convictions, priorities, and underlying assumptions that influence our attitudes, behaviours and shared beliefs – why we are here, what we stand for and what we will strive for “together”.
- Comply with GPC's policies, standards and procedures in the workplace.

Decision Making Authority

As in accordance with company policy/systems:

- Management of document and records structures within the Electronic Document and Records Management System, and update controls in line with compliance requirements and business needs.
- Manage the availability of the EDRMS through administrative maintenance of the system.

Job Challenges & Impacts

- Maintain an effective records management system.
- Provide an efficient and effective service to GPC departments.
- Maintain and enhance relationships throughout GPC and with external clients.
- Operate effectively in an environment where there are conflicting demands on resources.

Key Relationships

It is expected that the incumbent will be able to establish relationships founded on trust and respect, and will be able to manage the breadth of records collected, created, stored and distributed in the course of those interactions appropriately and without breach of any compliance obligations.

Internal

- Liaises with Deputy Company Secretary;
- Liaises with all GPC personnel.

This role interacts regularly with all parts of GPC, therefore, effective working relationships must be maintained to ensure the provision of accurate and meaningful records, support and advice is provided at all times. The incumbent must establish sound working relationships with members of the Legal, Governance Risk team to support GPC operations and effect appropriate records management services.

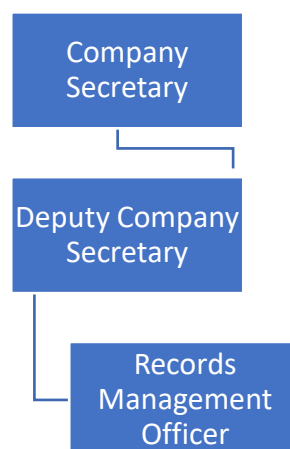
External

- Liaises with Queensland State Archives;
- Other relevant stakeholders:
 - Seeking guidance on the management of public records.
 - The incumbent is expected to ensure a high level of professional service and courtesy is maintained in dealing with stakeholder expectations and requests whilst maintaining GPC policy.

Level of Supervision

Direction is provided on the tasks to be undertaken with latitude to rearrange sequences and discriminate between established methods. Guidance on the approach to standard circumstances is provided in procedures. Guidance on the approach to non-standard circumstances is provided by a supervisor. Checking is selective rather than constant.

Organisation Chart



Formal Qualifications

- Qualifications/certificates in records management/records systems or equivalent experience or willingness to commit to obtain qualification;
- C Class Drivers licence;
- Ability to obtain Maritime Security Identification Card (MSIC).

Selection Criteria

Please provide detailed examples of how you exhibit the experience, knowledge, and skills required for the position when preparing responses to the selection criteria. Please refer to our Job Applicant Guide for instructions on how to respond to the selection criteria.

Competency	Description
1. Administrative skills	<ul style="list-style-type: none"> • Provides administrative support within the records management discipline through GPC's systems of record; • Able to demonstrate initiative and good time management skills as well as strong analytical skills and attention to detail; • Managing work systems and deadlines; • Well-developed computer skills.
2. Records management	<ul style="list-style-type: none"> • Manage classification, retention and destruction of records on behalf of GPC as per approved schedules and maintaining associated records; • Demonstrate experience working within an electronic records or information management environment; • Effective and responsible retrieval, dispatch and storage of records; • Administer GPC's record management systems; • Provide training and guidance to users of GPC's record management systems as required; • Understanding and experience with records lifecycle procedures; • Understands legislative requirements for the creation, collection, storage, protection and distribution of GPC records; • Demonstrate experience in confidentiality in regards to records management.
3. Safety	<ul style="list-style-type: none"> • Ability to proactively promote, influence and engage in a positive safety culture.
4. Communication	<ul style="list-style-type: none"> • Excellent verbal and written communication skills, capable of communicating with the workforce at all levels with clarity, impact and influence; • Well-developed communication skills to support changing practices and liaison with internal and external customers and contribute to discussions in an objective way;

- Demonstrated interpersonal, verbal and written skills including the ability to liaise and create positive relationships inside and outside GPC;
- Well-developed interpersonal skills able to diplomatically uphold GPC policy on access to and use of records.

5. Modelling GPC Values & Guiding Principles

- Our values of Growth, Prosperity and Community underpin our behaviours in pursuit of becoming the most respected Port in the nation. Willingness to understand, demonstrate and encourage the values and behaviours of GPC.