

POSITION DESCRIPTION	
Title:	Information Management Officer
Group:	Business Technology & Customer Service
Reports to:	Information Management Team Leader
Grade:	10
Hours:	7
Vehicle:	No
Position Purpose	
<ul style="list-style-type: none"> • To facilitate Council's corporate information flow, both electronic and physical • Process both electronic and hard copy records • Archival and retrieval of Records 	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Experience in maintaining records using a computer based information system • Demonstrated interpersonal and high level customer service skills • Excellent written and verbal communication skills • A flexible approach to duties and the ability to adapt to change • Ability to complete studies in Records Management • Experience of working with Public Sector Recordkeeping Legislation • <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • Certificate in Records Management or partial completion thereof. • Knowledge of Local Government departments and procedures • Experience in the administration and user support of information management software systems 	

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Process incoming correspondence (mail, email, faxes etc)

- Receive correspondence and date stamp
- Batch for scanning
- Scan
- Enter into EDRMS with relevant information
- Determine relevant action officer and electronically distribute to relevant officer
- File Batch

Process scanning and registration of Development Applications (DA)

- Receive Development Application and date stamp
- Scan items in order
- Photocopy application for batch
- Return original DA to Customer Services – Technical Services & file batch

Process other Corporate information (scan and file)

- Batch for scanning
- Scan
- Enter into EDRMS with relevant information & file batch
- Archival and disposal of records

Maintain physical records system

- Process file movements
- Maintain quality of files
- Retrieval of archived files

Dispatch Outgoing mail

- Australia Post & DX

Operate delivery/pick up service

- Files
- Correspondence
- Other items left in trays

Handle enquiries related to Council's corporate information and other records functions

- Comprehensive knowledge of Councils' recordkeeping systems
- Provision of support and excellent customer service to end users over the phone and in person
- Encourage adoption of recordkeeping practices, standards and policies

Actively participate in the continuous improvement of information management within the organisation through ongoing improvements to systems, processes and workflow management

Other duties as required by the Records Team Leader within limits of skills, qualifications and experience

Work Health & Safety

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in OH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- To conduct yourself at all times in accordance with Council's Core Organisation Values when dealing with Council, Community, Customers and Councillors (4C's).

Organisational Values

Apply and demonstrate Council's Core Organisation Values - Collaboration, Accountability, Integrity, Respect, Sustainability