



# PRIVACY & ACCESS TO INFORMATION OFFICER

## POSITION PROFILE

Division	Corporate Support	Status	Temporary, Full time
	Enterprise Content Management		
Unit	Enterprise Content Management Team Leader	Salary Grade	Grade 10
Reports to		Reviewed	Jan 2022

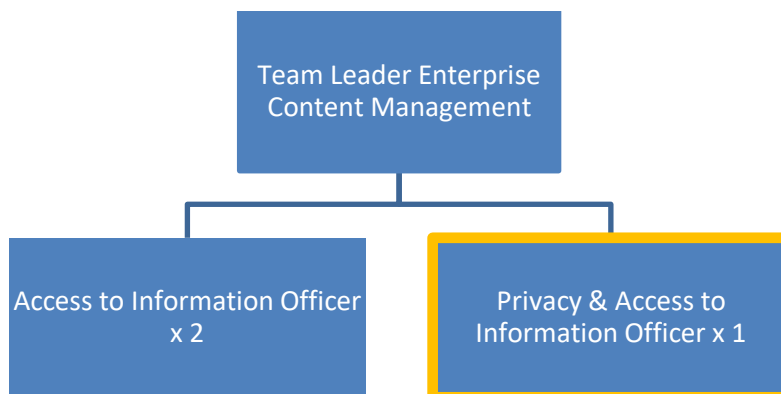
## POSITION PURPOSE

Having the subject matter knowledge with cross-functional and multi-disciplinary skills the purpose of this position is to:

- To facilitate easy and efficient access to council information by members of the public
- Satisfy legislation, best practice and standards adherence
- Provide guidance to Council on legislative compliance and privacy
- Contribute to ECM team objectives

In fulfilling this purpose, the position will demonstrate operational thinking and direction facilitate collaborative and respectful relationships and accept personal accountability for achieving outputs.

## STRUCTURE



## POSITION OUTCOMES AND ACCOUNTABILITIES

### OUTCOME TO BE DELIVERED

#### **Coordinate efficient processing of Access to Information Requests**

- Process applications and requests from members of the community for access to information held by Council within legislative requirements
- Process requests and applications relating to Personal Information
- Undertake Internal Reviews as required in accordance with legislative requirements
- Maintain appropriate records of all applications received, and prepare correspondence as required under the Government Information (Public Access) Act 2009 and other legislative requirements
- Attend to requests from the Public Officer within timelines stipulated by the Court for the retrieval of files, records and other documentation, including photocopying where required, associated with subpoenas and other discovery requests served upon Council.
- Assist in research projects requested of the ECM Team
- Maintain appropriate statistics on a monthly basis

#### **Maintain a thorough working knowledge of current legislative, judicial and administrative developments, advances and issues associated with the GIPA Act and other legislation that affects the provision of information**

- Information & Privacy Commission fact sheets, case studies and other guidance are regularly reviewed
- Advice is shared with the GIPA team
- Relevant policy, guidelines and work instructions are updated as required

#### **Create and maintain registers, reports and statistics in accordance with legislative requirements**

- Publication Guide, Disclosure log and Contracts Register are kept up to date
- Annual reporting requirements and other legislative requirements are met

#### **Collaboration**

- Facilitate collaborative working relationships and cross-functional involvement between the Enterprise Content Management team and other Business Units of Council.
- Actively Participate in team meetings that encourage team involvement and group problem solving.

#### **Governance Framework**

- Policies, determinations, guidelines and work instructions are created and kept up to date
- Education program is implemented
- Champion Enterprise Content Management principles throughout the organisation

#### **Leadership**

- Provide subject matter knowledge for the delivery of all outputs and outcomes in relation to specified Team Core Functions, Processes and Activities.

#### **Continuous Improvement**

- Identify and implement continuous improvement of business processes and practices associated with specified Team Core Functions, Processes and Activities and associated projects.

#### **Risk Management**

- Manage the risk associated with the delivery of specified Team Core Functions, Processes and Activities and associated projects.

#### **Operational Planning**

<ul style="list-style-type: none"> <li>Proactively contribute to the successful delivery of Team outputs in the Community Strategic Plan, Delivery Programme, Business Plan and Operational Plan by providing subject matter knowledge and skills to the unit.</li> </ul>
<b>Performance Management</b> <ul style="list-style-type: none"> <li>Proactively monitor and self-manage performance and act on constructive feedback.</li> </ul>
<b>Resource Management</b> <ul style="list-style-type: none"> <li>Ensure effective resource management (financial, workforce and assets).</li> </ul>
<b>Customer Management</b> <ul style="list-style-type: none"> <li>Ensure all interactions with customers (both internal and external) align with our brand, enhances our relationships, improve customer satisfaction and inform service delivery.</li> </ul>
<b>Other</b> <ul style="list-style-type: none"> <li>Any other duties within area of skill as directed.</li> </ul>

## SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> <li>A current Drivers Licence.</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>Qualification in Business Administration or Information Management related field</li> </ul>
	Essential	<ul style="list-style-type: none"> <li>Extensive knowledge and experience in interpreting and applying legislative requirements such as; Government Information (Public Access) Act 2009, Local Government Act 1993, Privacy &amp; Personal Information Protection Act 1998 , Electronic Transactions Act, Copyright Act</li> <li>Demonstrated experience managing and processing access to information requests</li> <li>Demonstrated research and investigation skills that reflect thorough and methodical approaches to finding information.</li> <li>Experience using a range of business systems (eg Electronic Document &amp; Records Management, Land Information, Customer Request Management System) to undertake research</li> <li>Demonstrated ability to consult and negotiate with staff from other areas of the organisation to achieve desirable outcomes.</li> <li>Ability to influence and inspire others to follow council procedures and strive for best practice</li> <li>Experience managing a variety of enquiries and issues simultaneously</li> <li>Experience dealing with the public</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>Familiarity with the processes of local government</li> <li>Knowledge of land cadastre and interpretation of legal description of land</li> <li>Knowledge of land titles and ability to interpret same</li> </ul>

## CORE CAPABILITIES

### Attributes

- **Leadership:** Decisive, provide clarity of direction, reflect corporate values, capacity to identify and implement change and professionalism.
- **Goals oriented:** Work to achieve self-set and organisational goals, taking on challenging tasks when necessary, display initiative.
- **Operational planning/thinking:** Critically examines the link between strategic outcomes and tactical outputs and determines what part of a strategic plan will be put into operation within a short term period (month/quarter) and sets milestones and conditions for successful delivery of outputs within this period.
- **Communication skills:** Clearly and persuasively articulate complex technical and operational issues. Identify and tactfully deal with sensitive matters.
- **Relationship management:** Able to build strong relationships by winning respect at all levels through sound advice, reliability and personal integrity, constructively deal with difficult issues.
- **Team focussed:** Mentor less experienced Team members, share skills, experience and knowledge via formal and informal collaboration with colleagues and employees.
- **Decision making:** Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.

## OUR VALUES



### Behaviours

- **Collaborate** - be open and welcoming, genuinely connect to others, include others, work together as one
- **Achieve** - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day
- **Respect** – be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others
- **Evolve** – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker

## CORPORATE OBLIGATIONS

<b>Code of Conduct</b>	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
<b>Continuous Improvement</b>	Identify obsolete and inefficient practices and recommend changes where appropriate
<b>Customer Focus</b>	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
<b>Delegations</b>	Authority to operate within the Delegations attached to the position and acting within this authority.
<b>Enterprise Content Management</b>	Comply with Council's Enterprise Content Management Determination including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
<b>Financial Management</b>	Managing expenditure within a budget, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters.
<b>Integrated Planning &amp; Reporting</b>	All employees must understand the integrated planning & reporting framework, the objectives and how they contribute to the long-term outcomes.
<b>Procurement</b>	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement
<b>Risk Management</b>	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
<b>Workplace Behaviour &amp; EEO</b>	All activities must comply with Council's Workplace Policies, Determinations and Guidelines.
<b>Workplace Health and Safety</b>	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.

## SPECIFIC CONDITIONS OF EMPLOYMENT

The incumbent will have access to high levels of council information; it is necessary that they ensure confidentiality and strictly abide by Council's Code of Conduct.

The incumbent will be nominated as the 'Contact Person' for the Information and Privacy Commission NSW.