

Position Description

Records Officer

Position Title:	Records Officer	Position Number:	VARIOUS
Division:	Corporate Services	Job Grade:	JG3A
Unit:	Corporate Governance	Award base:	35
Unit Leader:	Manager Corporate Governance	Reports to:	Supervisor- Records Management
Supervises:	Nil		
Date Created /Revised:	November 2008 January 2012 - updated to new PD template format March 2014 - updated Division name July 2014 - organisational restructure August 2016 – updated values statement, personal attributes and removed the incumbent/s. March 2019 – Updated as per TNA		

Primary Objective

- To support and contribute to the efficient and effective provision of consistently high quality Records Information Management Services, in the collection, maintenance, storage and distribution of semi and non-active information in a timely, confidential and accurate manner.

Values Statement

What we value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.
We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

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External Environment

Tweed Shire is one of the fastest growing areas in New South Wales. The Shire also has the second highest biological diversity of any area on the Australian Eastern seaboard.

Organisational Environment

CORPORATE SERVICES DIVISION

The Corporate Services Division provides a comprehensive range of support services across the organisation in the areas of finance, revenue, information technology, GIS, records management, human resources, risk, work health and safety, corporate compliance, audit, administration, governance, communication, customer service, corporate relations and Integrated Planning and Reporting.

The Division supports the General Manager and the three operational Divisions in a participative and consultative environment aimed at facilitating organisational performance and competitiveness.

Corporate Governance Unit:

The Corporate Governance Unit provides client services relating to governance, insurance records management, corporate compliance and council meeting agenda and minutes preparation.

The Corporate Compliance Section specifically provides client services relating to advice on corporate policies and public access to Council information and input into the preparation of the annual report. The unit is also responsible for coordination of Office of Local Government statistical data.

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

Council is committed to the principles of ecological sustainability in all operations and responsibilities.

The Position

The position reports directly to the Supervisor- Records Management and requires the ability to plan activities and set priorities.

The position provides records and information management support to Council, in the collection, maintenance, storage and distribution of records and information in a timely and accurate manner.



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The incumbent requires good interpersonal skills and generally works within set guidelines providing advice and instruction to other staff.

The work of the position includes, but is not limited to, the following:

Key responsibility areas	Associated key duties
1. Records Management	<ul style="list-style-type: none">• Understand the function, structure and operations of Council.• Manage bookings of all Council's hard copy files.• Scan and register all incoming mail (facsimile, email, postal deliveries and over the counter mail) onto the computer based information management system.• Control and maintain all of Council's files as well as meet agreed time frames and programs for work outcomes.• Use their judgement, ability and initiative to respond to the workload each day.• Organise Linen Plans and associated documents including bank guarantees with care for registration.• Distribute Council's Fax Corp/Corporate email.
2. Supervision	<ul style="list-style-type: none">• Perform the functions of the Senior Records Officer position as required during periods of leave.
3. Advisory	<ul style="list-style-type: none">• Print and distribute Council's Business Paper and Reserves Trust.• Provide assistance and advice to all Council staff including Managers and Directors with regards to Records Management enquiries and searches using ECM and associated software systems.• Clearly and Simply explain and provide basic training of staff in the Records Management Section and other Units within Council, using Records/Document Management and Information Management procedures.• Assist Council staff at all levels with ECM and associated software systems with enquiries and searches as required.

As a member of the Corporate Governance Unit, the position requires attention to detail, flexibility, the ability to contribute to the provision of client services across the work of the

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Unit, the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

Health Safety and Environmental System (HSES) Responsibilities:

Category 8 – All Employees

All employees are required to perform their duties in accordance with their relevant position description, WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For a complete list of the WHS Responsibilities, Authority and Accountabilities of this position staff are to refer to the Protocol located on Council's intranet site:

<http://tscdotnet/oms/Documents/Policies/WHS%20Responsibility,%20Authority%20and%20Accountability.pdf>

Organisational and External Relationships:

Organisational relationships

- All staff with the Corporate Governance Unit
- Executive and Operational Management
- Other Internal Staff

External Relationships

- General Public
- Service Providers
- Community Organisations
- Local Residents

Within the context of the position, the incumbent is also responsible for:

- maintaining work standard quality
- continuous improvement of procedures and systems
- provision of quality customer service.

Location of Position:

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor.

Probationary Period:

The position incumbent will undergo a 3 months probationary period. Where deemed appropriate, the probationary period can be extended by the relevant Director for no more



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than a further 3 month period. Successful completion of the probationary period will result in confirmation of the appointment.

Verification of Qualifications:

Guidelines

- All original certificates or certified (by the institution) academic transcripts must be sighted by Council. Cost of providing documentation is to be borne by applicant.
- To facilitate the verification of qualifications written permission must be given to the Tweed Shire Council for the relevant educational institution to be contacted.
- Falsely claiming qualifications will lead to dismissal and/or prosecution for any relevant offence.
- Applicants to sign a certificate declaring that qualifications are genuine and that if falsely claimed can lead to dismissal.

Delegations and Authorities

Position of Trust

A Position of Trust is a position that has been identified as having duties or responsibilities which pose a higher level of organisational risk.

It is a condition of employment that employees occupying a Position of Trust provide consent on request, for the conducting of position specific identity and suitability checks e.g. Police and Credit Checks etc.

Required Personal Attributes, Knowledge and Competence

Selection Criteria

Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview.

Council is seeking personal attributes and work values consistent with Council's Corporate Values.

Knowledge and Competence: (to be addressed in full when making application)

1. Demonstrated understanding and experience in Records Management principles and practices within a corporate business environment.
2. Demonstrated literacy, numeracy and general education at a level usually associated with completion of Year 12 or equivalent education.
3. Willingness to obtain Level IV certification in Records Management within the first 24 months of employment (if not already acquired).
4. Ability to maintain confidentiality.



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5. Knowledge & understanding of the State Records Act and the General Authority (GA39) relating to the retention and disposal of public records.
6. Competence using computerised Records Management software to access relevant information to distribute corporate email & faxes.
7. Demonstrated well developed written and verbal communication skills and the ability to work as an effective team member, plan work activities and coordinate resources for their own work.
8. Demonstrated knowledge of WH&S principles in an office environment.
9. Possess current C Class Drivers Licence valid in NSW.
10. Demonstrated competence using computer technology to access relevant information, retrieval and data entry.

Desirable:

11. Completed Level IV certification in Records Management.
12. A working knowledge of the following Corporate Business Systems:
 - ECM
 - TechnologyOne (formerly Proclaim) Property & Rating

