Position Description

Program Leader – Records Management

Position Title	Program Leader – Records Management	Position Number	5042
Division	Corporate Services	Unit	Corporate Governance
Job Grade	6	Award Base	35 Hours
Reports To	Coordinator Corporate Governance, Information Management and Compliance	Direct Reports	4
Revised/Created	August 2019 – Revised and updated		

Primary Objective

To ensure Council's corporate records management function is compliant with legislative and statutory requirements, reflects contemporary best practice and meets organisational needs.

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.

Organisational Environment

CORPORATE SERVICES

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

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

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Corporate Governance Unit

The Corporate Governance Unit provides client services relating to governance, insurance, delegations, records management, corporate compliance, enterprise risk management, emergency management 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 is responsible for the day-to-day oversight and pro-active development of Council's records management and information systems and practices on an enterprise wide basis to ensure compliance with legislative requirements and to promote best practice.

The position has a particular responsibility to ensure that Council is compliant with the provisions of the State Records Act 1998 and that the Australian records management standards are applied. Process improvement, internal education and advice are key responsibilities of this role.

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

Key Responsibility Areas	Associated Key Duties
1. Records Management and Service Provision	• Oversee the efficient and effective day-to day operations of the Corporate Records team to ensure service provision is appropriate to business needs. • Promote and facilitate the consistent and appropriate use of Council's corporate information management systems throughout the organisation. • Oversee and Maintain systems to ensure the integrity and security of council records is optimised. • Ensure compliance with the Local Government Retention Schedule for discarding files and determining retention periods for all types of files and documents in accordance with the provisions of the NSW State Records Act 1998. • Ensure service delivery complies with agreed standards, priorities and timeframes.

	• Ensure appropriate systems and standards are in place to manage and maintain the full range of Council's electronic records, including email information, and social media.
	• Oversee the maintenance of an accurate database of Council's Agreements, Titles, Bank Guarantees and Leases ensuring they are stored securely with ease of accessibility.
	• Oversee the coordination of Council's back scanning processes and records storage facility.
	• Ensure the following tasks are completed by staff as per service standards:
	   o Opening, sorting and stamping of mail.
	   o Clearing of inward and outward fax machines.
	   o Accurate registering of outward mail correspondence.
	   o Management of files.
	• Distribute work to records staff in a systematic manner, prioritising work on a needs basis.
	• Provide assistance with locating records in relation to investigations and GIPPA requests.

2. Staff Supervision	• Provide supervision and support to records staff and delegate authority and accountability to individual team members as appropriate. • Manage and develop the records staff to meet service delivery targets. • Provide coaching and mentoring to the Corporate Records team. • Address performance and service issues.
3. Information Technology	• Keep abreast of industry trends. • Liaise, in consultation with IT, with external software and service providers as appropriate.
4. Planning and Reporting	• Prepare KPI reporting. • Assist with the development of disaster reaction and recovery plans.
5. Policy and Procedure Development and Advice	• Develop, Implement and Monitor policies, protocols, procedures and service standards. • Develop, Implement and Monitor practices and procedures to ensure compliance with Councils' responsibilities are met in relation to privacy and the Government Information (Public Access) Act 2009 (GIPA Act). • Develop policies and procedures to ensure that records of long term value are handled with care and appropriately preserved.

	• Provide assistance and advice with regard to records management enquiries and searches using ECM and associated software systems.
6. Quality Control and Improvement	• Work collaboratively with stakeholders and authoritative users to actively pursue new ways to enhance business processes. • Implement and maintain good project and change management methodologies in association with changes to records management practices, systems etc. • Ensure the adherence of adequate auditable change control and problem processes. • Contribute to the development of best practice standards. • Contribute to the development and implementation of a comprehensive employee training program to ensure whole of organisation competency and compliance with maintaining records in ECM.
7. Administration	• Resource the coordination of the printing and distribution of Council's Business Paper and Reserves Trust. • Resource the provision of bulk photocopying and document/report preparation services to the organisation when required.

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

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol 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 and candidates are to refer to the following Protocol:
WHS Responsibilities, Authority and Accountabilities Protocol

Compliance Training Requirements

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017. New staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

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Organisational and External Relationships

Organisational Relationships

- All staff and management across the organisation

External Relationships

- General public and community organisations
- Service providers
- Records management association of Australia
- State records of New South Wales
- Other Council's and records management user groups

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.

Delegations and Authorities

Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the position.

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. These checks need to be reconfirmed on a regular basis.

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. Proven experience in records and information management in a large organisation.
2. Demonstrated experience in contemporary administrative records management, mail services management, electronic document management systems, back scanning, records disposal and archiving processes.
3. Applied knowledge of the State Records Act (1998), Privacy and Personal Information Protection Act (1998), and the Australian Record Management Standards.
4. Demonstrated ability in process and systems review and the facilitation of innovations and improvements.

5. Sound analytical and conceptual skills with demonstrated ability to develop and implement corporate policies, and prepare business cases and reports.

6. Demonstrated ability to supervise and motivate staff.

7. Demonstrated ability to successfully deliver outcomes to agreed targets and timeframes.

8. Demonstrated competence in communicating and influencing, across all levels of an organisation.

Desirable:

9. Relevant tertiary qualifications in Records Management.

10. Applied knowledge of the Local Government Act (1993), and Government Information (Public Access) Act 2009.