

Position Description

Senior Information Officer



Position Title	Senior Information Officer	Role ID	CGSIO1
Division	Corporate Services	Unit	Corporate Governance
Job Grade	4	Award	35
Reports To	Program Leader - Records Management		
Revised/Created	January 2020 – Template updated February 2021 – Position reviewed		

Primary Objective

- To provide and facilitate the efficient, effective and timely provision of high quality Records and Information Management Services. This includes, participating and collaborating on the implementation and continuous improvement of records management policies, guidance and procedures.
- To assist with Council's obligations under the Government Information (Public Access) Act 2009 (GIPA Act) through the processing of informal access to information applications.

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.

Position Description



Senior Information Officer

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, delegations, records records and information management, corporate compliance, enterprise risk management, emergency management and council meeting agenda and minutes preparation.

The Corporate Governance Unit 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 requires the ability to collaborate with staff, plan activities and set priorities.

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

It is essential that the incumbent possess good interpersonal skills and generally works within set guidelines providing advice to other staff.

The position uses Council's Records Management System to comply with organisational requirements for document registration and management.

The position assists in ensuring that Council is compliant with the provisions of the *State Records Act 1998* and applying the Australian records management standards to establish best practice in the capture, storage and records management processes across the organisation.

The position assists in ensuring Council responds appropriately to Access to Information requirements in accordance with the *Government Information (Public Access) Act 2009* by responding to informal application and assisting with formal applications.

The position is required to perform any other duties as directed by your Supervisor (within broad scope of job grade, skills and training).

Position Description

Senior Information Officer



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

Key Responsibility Areas	Associated Key Duties
1. Records and Information Management	<ul style="list-style-type: none">• Understand the function, structure and operations of Council.• Ability to classify, scan and register all correspondence including hard copy and electronic mail into Council's electronic records management system.• Comprehensive ability to maintain confidentiality.• Use judgement, ability and initiative to make independent decisions and to respond to work interruptions and changed priorities.• Maintain Council's Name and Address Register.• Understand and comply with the Records General Disposal Authority (GA 39) in determining the retention and destruction periods for all types of files and documents in accordance with the provisions of the <i>NSW State Records Act 1998</i>.• Support the consistent and appropriate use of electronic record keeping throughout the organisation.• Ability to understand and apply policies, protocols and procedures associated with records management.• Ensure services provided meet customer requirements and priorities within agreed timeframes.• Provide assistance and support to the Program Leader – Records Management.
2. Access to Information	<ul style="list-style-type: none">• Prepare written responses to Informal Access to Information requests in accordance with legislative and policy requirements.• Ability to understand and apply policies, protocols and procedures associated with access to information.• Provide support with Formal Access to Information requests.
3. Advisory	<ul style="list-style-type: none">• Provide assistance and advice to all Council staff with regards to Records and Information Management enquiries.• Provide assistance and advice on information management projects undertaken by Corporate Governance Unit.

Position Description

Senior Information Officer



- | | |
|--|--|
| | <ul style="list-style-type: none">• Develop and provide basic training to staff in the Corporate Governance Unit and other units within Council. |
|--|--|

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 job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, 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.

Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure:

[WHS Infection Control Standard Operating Procedure](#)

Organisational and External Relationships

Organisational Relationships

- All levels of the organisation

External Relationships

- General Public
- Service Providers
- NSW State Records
- Information and Privacy Commission

Position Description

Senior Information Officer



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. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

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.

Selection Criteria

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

1. Understanding of Records Management principles and practices within a corporate business environment.
2. Experience managing records in an electronic record keeping system, including using computer technology to access relevant information, retrieval and data entry.
3. Knowledge and experience implementing policies, protocols or procedures in records and/or information management.
4. Ability to use initiative, research issues and apply sound judgement to contribute to decision making and continuous improvement in an information management environment.
5. Demonstrated capacity to work within a team environment, share knowledge and provide support in times of increased workloads.
6. Demonstrated capacity to manage workloads and competing priorities effectively.
7. Demonstrated written and oral communication skills with a focus on providing strong customer service.

Desirable:

8. Certificate IV in Recordkeeping or equivalent.
9. Demonstrate a working knowledge of the following Corporate Business Systems
 - a. Enterprise Content Management (ECM)
 - b. Property and Rating
10. Demonstrated knowledge of the *State Records Act 1998* and/or *Government Information (Public Access) Act 2009*.

Position Description

Senior Information Officer



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.

The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Intermediate
Display Resilience and Adaptability	Intermediate
Act with Integrity	Intermediate
Demonstrate Accountability	Intermediate
Relationships	
Work Collaboratively	Intermediate
Communicate with a Customer and Community Focus	Intermediate
Influence and Negotiate	N/A
Results	
Plan and Prioritise	N/A
Think and Solve Problems	Intermediate
Deliver Results	Intermediate
Workforce Leadership (supervisory roles only)	
Manage and Develop People	N/A