Position Description

Collaboration Support Officer

Business Systems & Information

Reporting to Collaboration Manager

Position Purpose

This position is to provide efficient and effective collaboration, records and document management services including Office 365, record archiving, sentencing, appraisal and disposal, file creation, information and document classification, enabling of collaboration on documents, distribution and filing; and put safety first.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.

2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.

3. Ensure a quality customer service is exercised in the timely delivery of all collaboration and records management services including archiving, sentencing, file classification, document destruction and where required assistance to training of staff to increase adoption of services and enable compliance with legislative requirements.

4. The active assistance with the records disposal, transfer of records to and off-site storage and the coordination of day to day business processes with the Government Records Repository and other Government approved record storage facilities is done efficiently, accurately and safely.

5. Ensure timely and efficient information, direction and assistance is provided to staff in their use of the approved records management / EDRMS systems and processes, integrated record management systems and collaboration services.

Key Challenges

- Work with a diverse range of records and document management issues including records creation, capture records disposal and archive services in a high-volume environment with competing priorities where work is regularly required on multiple tasks.

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- Responsible for the appraisal and sentencing of records, coordinating the transfer and retrieval of records from off-site storage, ensuring file creation standards are adhered to and assist in maintaining the approved EDRMS application.

- Accuracy and quality also present a challenge in maintaining corporate records and information, inputting and extracting information from WaterNSW's EDRMS and other sources.

- Work with a variety of collaboration services, learning and staying informed of ongoing product feature releases and new products to provide effective service to customers to increase adoption and enable staff to collaborate, connect and work effectively.

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Business Units	Liaise for all collaboration and record keeping requests.

Significant External Relationships

Stakeholder	Purpose of Relationship
State Archive Archives and Records Authority of NSW – Senior Archivist	Archive hand-over to State Archive library
Sydney Water - Archivist	Management of WaterNSW and SydneyWater joint archive

Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level	
Driving Performance	A	• Communicates clear expectations about what is required

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Awareness and Personal Resilience	A	• Conducts regular one on one meetings to provide regular feedback on work progress • Is quick to initiate constructive conversations in relation to performance • Actively listens to understand before responding • Recognises own emotions and their effects, and is always aware of own response to pressure and change • Uses effective strategies to stay calm and composed under pressure • Continuously demonstrates personal integrity, honesty and sincerity • Recognises when to ask for support when under stress
Customer	**Level**	

Customer and Service Responsiveness	A	- Uses appropriate questioning techniques to understand the underlying issue for a customer - Takes responsibility for delivering on promises made - Takes responsibility to resolve or escalate customer issues - Understands own and teams' impact on the customer and services provided

Business	Level	
Analysis and Problem Solving	A	- Finds and uses information from a variety of sources when solving problems - Diagnoses the root cause of a problem to ensure solutions are effective - Uses logic and common-sense principles to understand problems and identify solutions

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Planning and Delivering Results	A	• Implements solutions within own work • Completes work in a timely manner to expected standards • Identifies issues or roadblocks, looks to solve first and if needed advises upwards • Plans and organises work by drawing on necessary tools and resources • Monitors the progress of plans and deliverables • Identifies more critical and less critical activities; adjusts priorities when appropriate Displays drive and a clear focus on achieving results

Mandatory Candidate Requirements

Qualifications:

- Certificate in Administration/Technology/Customer service or similar
- Current NSW Drivers Licence

Knowledge:

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- Knowledge of legislation and standards relating to information and records management

- Knowledge of Office 365 services

Experience:

- Experience in records management practice and procedures

- Computer literacy and experience with Collaboration software

Favourable Candidate Requirements

- Demonstrated experience in the use of records management software such as TRIM, HP-RM8 or HP-CM9

- Experience in the use of collaboration tools such as SharePoint

- Organisational skills and a demonstrated capacity to prioritise work.

- Effective communication skills with a commitment to client service.

- Demonstrated commitment to accuracy and attention to detail and experience in handling confidential information

Pre-Employment Checks Required

- Identification

- Qualifications

- Drivers Licence

- Pre-employment Medical

- Police Check

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