

Position Description

Records Officer

Position Details

**Position Title** Records Officer

**Classification** EMRC Remuneration Band – Level 6

**Position Number** A0011A

**Basis of Employment** Full Time

**Team Name** Business Support – Information Team

Position Objectives

Key Objectives of Position

* To provide a professional and quality customer orientated Records Management Service and maintain and administer an efficient and effective records management system in line with organisational and legislative requirements.
* To maintain the integrity of the records management system and observe personal integrity ensuring confidentiality obligations are maintained at all times.
* To assist all EMRC business units to implement and use the records management system in accordance with the EMRC’s Recordkeeping Plan, the State Records Act 2000 and other related statutory requirements.

Within Team

* To provide a high level of support in the provision of general administrative services.

Within Organisation

* To provide employee training in records management procedures and systems.
* To coordinate the registration and classification of corporate information in the records management system.
* To ensure the actions identified in the Recordkeeping Plan are implemented.

Organisational Values

The EMRC’s values describe what we believe in and how we will operate. All employees are expected to consistently demonstrate EMRC values and display the following behaviours:

**Excellence** Striving for excellence through the development of quality and continuous improvement.

**Recognition** Valuing employees in a supportive environment that focuses on their wellbeing.

**Innovation** Focus on innovative approaches in projects and service delivery.

**Responsiveness** Dynamic and flexible service delivery.

**Integrity** Accountability and consistency in all that we do.

Leaders ensure that the organisation’s values are created and sustained by establishing the Council’s strategic direction and providing an environment that encourages all employees to reach their potential in achieving the organisational outcomes.

Key Duties/Responsibilities

Position Responsibilities

**Records Management Responsibilities**

* Receive, open, sort, and distribute incoming mail.
* Register and index incoming paper and electronic correspondence and documentation into the electronic records management system.
* Create new files allocating appropriate title, security, disposition, and other codes as required.
* Assist with the administration of the EMRC’s Records Management System.
* Accurately record file movements and disposals.
* Undertake compliance monitoring of the EMRC’s record keeping to ensure that records of key business decisions are being created and that areas in need of attention or improvement are highlighted.
* Maintain the consistency and integrity of the records management database by monitoring employee records practices within the organisation’s records management system.
* Provide advice and assistance to employees in relation to Records and Information Management activities.
* Provide guidance to employees in their job specific record keeping roles and responsibilities.
* Prepare and maintain records management system user guides.
* Develop and maintain record keeping procedures and document in the Recordkeeping Manual.
* Provide Records induction training to new employees and ongoing recordkeeping training to all employees.
* Assist in the development, implementation and maintenance of policy and procedures for records management practices.
* Assist with the review of the EMRC’s Recordkeeping Plan and submission to the State Records Office.
* Develop and update key performance indicators (KPIs) to measure the effectiveness of the EMRC’s record keeping.
* Develop and implement a program for the disposal of digital and physical records.
* Coordinate the storage and destruction of records according to the approved retention and disposal schedule and statutory requirements.
* Provide assistance to administer the Freedom of Information Act 1992.
* Assist with the organisation’s Privacy and Information Sharing (PRIS) activities.
* Maintain an awareness of current trends and developments in records management and attend relevant training and workshops accordingly.

Work Health Safety (WHS) Responsibilities

* Comply with all Statutory requirements.
* Take reasonable care to ensure their own safety and health whilst at work and that of others.
* Consult and cooperate with Management on matters of Work Health Safety.
* Report all hazards, accidents, incidents and near misses according to the Accident/Incident Reporting process.
* Develop and follow all safe work procedures as directed by the supervisor or as otherwise directed.
* Use personal protective equipment (PPE) as required.

Organisational Responsibilities

* Respond to organisational initiatives and assist in the development of the EMRC as directed.
* Represent the EMRC in a responsible and professional manner at all times.
* Comply with the policies, procedures and guidelines of the organisation at all times.
* Ensure all duties are performed in compliance with the procedures documented in the Business Management System (BMS) or other more current internal guideline documents.
* Properly organise and manage working time to ensure efficient productivity.
* Perform other duties as directed that fall within the scope of the position or the incumbent’s knowledge and skills base.

Position Requirements

**Competencies**

* A sound understanding of the purpose and principles of Records Management.
* Knowledge of the State Records Act 2000, the Freedom of Information Act 1996, and other related statutory requirements, and the ability to interpret and apply legislation.
* Knowledge of the General Disposal Authority for Local Government Records is desirable.
* Ability to work as an effective team member as well as unsupervised, to prioritise tasks, manage workloads and meet deadlines.
* Ability to exercise initiative and good judgement when required and in particular, to handle confidential and sensitive matters appropriately.
* Ability to provide a high level of customer service to all clients.
* Ability to provide records management training to new and existing employees.
* Professional and courteous telephone manner.
* Physical ability to undertake manual handling of archive boxes.
* Knowledge of administrative and general office procedures.
* A high level of computer literacy with the MS Office Suite (ie. Word, Excel, Outlook, and Adobe Acrobat Writer) and accurate data entry skills.
* A willingness to be flexible and assist with a variety of roles to meet the requirements of the organisation.

**Experience**

* Experience in current records management principles and practices.
* Experience in the application of the EMRC’s Records Management System or similar electronic records management systems.
* Experience in Local Government records practices would be desirable.

**Qualifications**

* Records Management or related tertiary qualifications (or progress towards) are essential.

Organisational Relationships

**Responsible to** A0025A – Manager Information Services

**Supervision of** Not applicable.

**Internal and External Liaison Internal** All EMRC Management and Employees

 **External** Local Government Records Management Group

 State Records Office and other Government agencies

 Records management consultants (as required)

Extent of Authority

* This position operates under general supervision within established practices and procedures, and has the authority to act within predetermined guidelines, EMRC policy, and as delegated.

Selection Criteria

**Essential**

* Significant experience in a Records Management environment, with experience using electronic document management systems.
* Knowledge of the State Records Act 2000, the Freedom of Information Act 1996, and other statutory requirements, and the ability to interpret and apply relevant legislation.
* A high level of computer literacy with the MS Office Suite (ie. Word, Excel, Outlook, and Adobe Acrobat Writer) and accurate data entry skills.
* Ability to communicate with a diverse range of people to ensure the delivery of a high level of customer service.
* Demonstrated ability to prioritise tasks, manage workloads and meet deadlines.
* Demonstrated ability to exercise initiative and good judgement when required and to handle confidential and sensitive information appropriately.

**Desirable**

* Tertiary qualifications in Records Management or related discipline.
* Relevant experience in Local Government and knowledge of the General Retention and Disposal Authority for Local Government (GRDALG) records.

Incumbent Undertaking

I acknowledge that I have read, understood, and accept the requirements of the role as described in this position description. I understand that this position description may be amended from time to time to reflect changes to the position.

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| Name of Employee |  |  |
| Signature of Employee |  |  |
| Date |  |  |

**Date Last Reviewed** February 2024

**Reviewed** Manager Information Services

**Updated** Manager Information Services

**Approved** Hua Jer Liew