

Burdekin Shire Council is seeking applications for a Corporate Records Officer to assist with the management of Council's corporate records.

The Position

The key responsibilities include:

- Contribute to the operational objectives of the work area by actively promoting, monitoring and auditing the application of records management policies and procedures.
- Complete the daily classification and distribution of correspondence to relevant officers for action, scanning and profiling of physical documentation.
- Contribute to the ongoing development, operation, maintenance and security of the Council's electronic document and records management system - TechnologyOne Enterprise Content Management (ECM).
- Establish and conduct a staff training program for ECM and the integration functionalities of TechnologyOne Property & Rating, including the preparation of user guides.
- Liaise with staff and assist with the disposal of records which have met the requirements of approved retention and disposal schedules.

The Person

The successful applicant will possess the following attributes at a minimum:

- Demonstrated experience in the records/information management field and experience in the operation, maintenance and administration of an electronic document and records management system (eDRMS).
- Knowledge of the legislative requirements relating to the management of information within the public sector and an understanding of the role of Queensland State Archives.
- Demonstrated knowledge of the principles of archiving, the functional approach to classification of business information and the relationship with approved retention and disposal schedules.
- Excellent communication and interpersonal skills with the ability to work in a team environment and interact effectively with, and provide advice to, a wide cross-section of people within the workplace.
- Experience in preparing training material and conducting group and individual training programs.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 4 (\$78,447pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **19/21 – Corporate Records Officer** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria

Applications can be submitted using one of the following methods:

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 19/21, PO Box 974, Ayr Qld 4807

Applications close on Monday, 20 May 2019 at 5.00pm. Word or PDF format is preferable.

For further information please contact the Administration and Records Coordinator – Anne-Maree Dale on (07) 4783 9800.

Applications for this position must include responses to the selection criteria.

It is essential to respond to each criterion listed below. You should explain and include examples of how your skills, qualifications, knowledge and experience meet each criterion.

Essential

1. Demonstrated experience in the records/information management field and experience in the operation, maintenance and administration of an electronic document and records management system (eDRMS).
2. Knowledge of the legislative requirements relating to the management of information within the public sector and an understanding of the role of Queensland State Archives.
3. Demonstrated knowledge of the principles of archiving, the functional approach to classification of business information and the relationship with approved retention and disposal schedules.
4. Excellent communication and interpersonal skills with the ability to work in a team environment and interact effectively with, and provide advice to, a wide cross-section of people within the workplace.
5. Experience in preparing training material and conducting group and individual training programs.

Desirable

1. Membership of Records and Information Management Professionals Australasia and tertiary qualifications in records/information management or related discipline.
2. Experience in Local Government and/or an understanding of the various functions of Local Government.

Position Number	20033
Certified Agreement	Burdekin Shire Council Certified Agreement - 2018
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Section	Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services
Award Level	Level 4
Reports To	Administration and Records Coordinator
Place of Employment	Council Chambers, 145 Young Street, Ayr

Position Objective

Participate and assist in the operation of the corporate records management function in accordance with relevant legislation, policies and standards.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

Records Management

- Contribute to the operational objectives of the work area by actively promoting, monitoring and auditing the application of records management policies and procedures.
- Maintain the Corporate Records intranet portal and actively promote core recordkeeping values.
- Contribute to the development of a function-based business classification system/thesaurus and liaise with key staff for input and feedback.
- Undertake a range of activities to foster recordkeeping best practice and assist in meeting recordkeeping obligations.
- Assist staff with the search and retrieval of electronic documents and other corporate information.
- Attend approved recordkeeping conferences/seminars/workshops.
- Subscribe to records management Listservs and recordkeeping forum groups to keep up to date with current and emerging information management trends and issues.
- Complete the daily classification and distribution of correspondence to relevant officers for action, scanning and profiling of physical documentation.
- Assist the Administration and Records Team with the daily capture and registration of electronic correspondence, emails and faxes and other duties as required.

Electronic Document and Records Management System - Support and Development

- Contribute to the ongoing development, operation, maintenance and security of the Council's electronic document and records management system - TechnologyOne Enterprise Content Management (ECM).
- Provide support of a complex nature in relation to ECM access and security.
- Establish and conduct a staff training program for ECM and the integration functionalities of TechnologyOne Property & Rating, including the preparation of user guides.
- Establish and conduct a staff training and awareness program for the Council's function-based file plan, including the retention index and on-line thesaurus.
- Exercise responsibility for the maintenance of the Council's function and retention indexes within ECM and ensure the currency of the on-line thesaurus made available to staff.
- Prepare for ECM upgrades in the testing and implementation of new releases, documenting enhancements in user guides and training end users on new features.
- Assist with planning for ECM projects unrelated to version upgrades.
- Maintain the ECM customer database in Property & Rating.
- Provide a Help Desk support function to trouble-shoot problems and identify staff training needs.
- Liaise with TechnologyOne support staff in resolving ECM issues.

Public Records and Archives

- Establish a program for the 'life-cycle' management of Council's corporate records and engage staff in meeting the requirements of approved retention and disposal schedules when disposing of records.
- Liaise with staff and assist with the disposal of records which have met the requirements of approved retention and disposal schedules.
- Appraise archival and legacy records and arrange the transfer of records of enduring value to Queensland State Archives for permanent storage.
- Maintain an inventory, including physical location, for Council's hard copy correspondence records and other corporate records not included in ECM to assist with ready retrieval.

Position Requirements

Knowledge

- Sound knowledge and understanding of Burdekin Shire Council's organisational structure and the functions of all Departments and Sections.
- Sound knowledge of current records and information management policies and principles and their application within the organisation.
- Sound knowledge of the statutory recordkeeping requirements relevant to Local Government.
- Sound knowledge of the functional approach to the classification of records.
- Comprehensive knowledge of the operation and maintenance of Council's electronic document and records management system (eDRMS).
- Sound knowledge of the Microsoft Suite of applications including Word and Outlook.

Skills

- Excellent communication and interpersonal skills.
- Advanced literacy skills.

- Well-developed computer skills in the Microsoft Office suite and other applications and business systems relevant to the requirements of the position.
- Teamwork skills.
- Leadership skills.
- Problem solving skills.
- Preparation and delivery of training programs to others.

Abilities

- Ability to work autonomously under general direction.
- Ability to contribute towards the establishment of guidelines, procedures and programs to support continuous improvement and effective recordkeeping outcomes.
- Ability to interpret and apply Queensland State Archives recordkeeping policies, standards and best practice guidelines.
- Ability to liaise effectively with Council staff and external organisations, exercising judgement and/or contributing critical knowledge and skills where procedures are not clearly defined.
- Ability to research options, initiate improvements and solve issues in functions that require the application of skills and knowledge appropriate to the work associated with the position.
- Ability to provide assistance and training to staff in relation to the requirements of the position.

Other Requirements

- Enrol and complete records management courses recognised by the Records and Information Management Professionals Australasia – Council supported.
- Personal attributes of commitment, reliability, enthusiasm, adaptability, honesty and integrity.
- Apply conditions of confidentiality to all work-related documents and information.

Experience and Qualifications

- Records Management qualifications (Certificates, Diploma or Degree).
- Membership of Records and Information Management Professionals Australasia.
- Sound record keeping knowledge gained through training, education or experience, preferably in Local Government.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017, and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Organisational Relationships

- Works under general direction.
- Supervises subordinate employees or works in a specialised field.

Extent of Authority

- Required to set outcomes within defined constraints.
- Provides specialist, technical or professional advice.
- Freedom to act governed by clear objectives and/or budget constraints.

- Solutions to problems generally found in precedents, guidelines or instructions. Assistance is usually available.

Core Competencies

These competencies relate to positions at this Award level:

Teamwork

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.
- Explore customer's expectations and base the service on this knowledge.

Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues
- Actively listen

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.
- Implement strategies for improving quality.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.
- Implement strategies for reducing adverse impacts on the environment.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.
- Anticipate problems and risks and modify work methods appropriately.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.