



POSITION TITLE	Team Leader Information Management
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027
DIRECTORATE	Corporate Services
BUSINESS UNIT	Information Services
REPORTS TO	Manager Information Services
SUPERVISES	Information Management Coordinator
EMPLOYMENT STATUS	Full time
DATE	
EMPLOYEE NAME	

COUNCIL OVERVIEW

Wodonga Council’s vision is to be a vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership. This vision supports our mission to deliver efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

Wodonga Council is committed to sustainable economic growth, responsible resource management and creating opportunities that enhance wellbeing, environmental sustainability and community connection.

Governance is provided by seven elected councillors, with the Chief Executive Officer (CEO) responsible for implementing Council decisions. The CEO is supported by three directors and more than 300 staff who work collaboratively to deliver services that meet the evolving needs of the community.

The Information Services function plays a critical role in enabling Council operations through reliable, secure and future-focused digital and technology services. Effective information management, data governance and emerging technologies support informed decision-making, service improvement and compliance with legislative obligations.

Through strategic leadership, this role contributes to delivering Council’s vision by strengthening digital capability, improving service delivery and supporting a connected and resilient community.

POSITION OBJECTIVES

The role provides enterprise-level strategic leadership, oversight and accountability for Council’s Information Management function, establishing and maintaining contemporary information governance frameworks that

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

support effective decision-making, organisational accountability and compliance with legislative and regulatory obligations.

The position leads the development, implementation and continuous improvement of Council's Information Management Strategy and drives a consistent, whole-of-organisation approach to the management, protection and accessibility of corporate information assets.

This role leads and develops the Information Management team while partnering with leaders and business units across the organisation to embed best-practice information management principles within operational processes, systems and service delivery.

Through strong governance, innovation and collaboration, the position identifies and delivers opportunities to modernise information management practices, optimise digital systems and strengthen information capability across Council. This work supports organisational efficiency, mitigates information risk and ensures Council's information assets are managed as a strategic resource that enables transparency, compliance and improved service outcomes for the community.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position operates with delegated authority to establish, implement and govern Council's Information Management frameworks and standards, and is accountable for organisation-wide compliance, risk management and capability outcomes arising from information management practices.

The role works with a high degree of autonomy within Council's strategic and legislative framework and is accountable for outcomes rather than activities.

- Provides strategic leadership of Council's Information Management function to ensure corporate information assets are governed, protected and leveraged to support organisational accountability, service delivery and informed decision-making.
- Leads the development, implementation and continuous improvement of Council's Information Management Strategy and governance frameworks to establish a consistent, organisation-wide approach to information lifecycle management and regulatory compliance.
- Oversees the delivery of records management and information governance services to ensure corporate information is accurately captured, classified, retained, accessed and disposed of in accordance with legislative requirements and recognised best practice.
- Ensures Council's compliance with statutory obligations and regulatory frameworks relating to records management, privacy, freedom of information and public sector accountability to minimise risk and maintain transparency.
- Leads Council's obligations under the Victorian Protective Data Security Framework, including coordination of the Protective Data Security Plan and biannual attestation processes, to strengthen information security and risk management practices.
- Establishes and maintains enterprise information management policies, standards and procedures to guide consistent governance, information stewardship and responsible data management across Council.
- Provides specialist and authoritative advice to senior leaders and business units on information governance risks, legislative obligations and improvement opportunities to strengthen organisational capability and compliance.
- Drives innovation and continuous improvement in information management systems, processes and emerging technologies to optimise digital capability, improve information quality and support efficient, transparent and accountable service delivery.

OUR VALUES

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	<p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p>
Respect	<p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p>
Integrity	<p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p>
Learning	<p>Work together and learn from each other</p> <p>Continuously improve and innovate</p> <p>Be open to change</p> <p>There is a high degree of responsibility for results – delivery without excuses</p>

PERSONAL COMPETENCIES

For details of personal and leadership competencies relating your role, please see Attachment 1.

JUDGEMENT AND DECISION-MAKING SKILLS

- Exercises advanced professional judgement to determine and endorse the most effective information management frameworks, systems, processes or technologies to meet organisational objectives and legislative requirements.
- Analyses complex information governance, compliance and operational issues to develop practical solutions that balance risk, regulatory obligations and service delivery outcomes.
- Provides authoritative advice to senior leaders on information governance matters, emerging risks and improvement opportunities that support sound organisational decision-making.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrates extensive knowledge of information management principles and governance frameworks, including records management, information lifecycle management, data quality and corporate information stewardship within a regulated organisational environment.
- Applies strong expertise in implementing and operationalising Information Management strategies to establish best-practice systems, processes and organisational capability that support compliance, efficiency and informed decision-making.
- Possesses sound understanding of data governance, analytics and business intelligence concepts, including awareness of emerging technologies such as artificial intelligence and their appropriate application within a public sector context.
- Interprets and applies legislative and regulatory requirements relating to records management, privacy, freedom of information and information security to ensure Council’s information practices meet statutory obligations.
- Analyses complex business needs and organisational information challenges to identify opportunities for improvement and recommend practical, sustainable solutions that enhance information quality and accessibility.
- Communicates complex technical, information governance and data concepts clearly to non-technical

audiences to support understanding, engagement and organisational capability.

- Builds strong collaborative relationships with technical teams, leaders and business units to embed best-practice information management within systems, projects and operational processes.
- Prepares clear reports, briefings and business cases that support strategic decision-making and the continuous improvement of Council's information management capability.

MANAGEMENT SKILLS

- Leads the Information Management function as a corporate capability, coordinating priorities, resources and standards across Council to ensure a consistent, compliant and enterprise-wide approach.
- Plans, prioritises and coordinates work programs and resources to ensure the effective delivery of information management services, projects and strategic initiatives within agreed timelines and organisational priorities.
- Leads and supports staff through clear direction, coaching and performance development to build capability, maintain service standards and foster a collaborative and high-performing team environment.
- Manages competing priorities and organisational demands by exercising sound judgement, adapting work plans and allocating resources to respond to emerging issues, risks or operational requirements.
- Builds productive working relationships across Council to coordinate information management initiatives, influence outcomes and support integrated service delivery.
- Maintains high standards of confidentiality and professionalism when managing sensitive information, ensuring corporate information is handled in accordance with legislative, ethical and organisational requirements.
- Supports organisational change and continuous improvement initiatives by guiding staff and stakeholders through new systems, processes and information governance practices.

INTERPERSONAL SKILLS

- Builds and maintains strong professional relationships across Council and with external stakeholders to support collaboration, influence outcomes and strengthen organisational information governance practices.
- Demonstrates highly developed negotiation and influencing skills to achieve effective outcomes when balancing organisational priorities, legislative obligations and operational requirements.
- Communicates complex technical and governance information clearly and persuasively to a range of audiences, including senior leaders, staff and external stakeholders.
- Prepares clear and well-structured reports, briefings and correspondence that support informed decision-making and effective organisational communication.
- Works collaboratively across multidisciplinary teams and business units to embed best-practice information management processes and support integrated service delivery.
- Demonstrates professionalism, initiative and sound judgement in stakeholder interactions, fostering trust, cooperation and positive working relationships.

INFORMATION TECHNOLOGY SKILLS

- Demonstrates strong understanding of enterprise information and records management systems, including EDMS and document/content management platforms, to support effective information governance and organisational compliance.
- Applies knowledge of data reporting, analytics and business intelligence tools to support organisational insights, performance monitoring and evidence-based decision-making.
- Maintains awareness of emerging technologies, including artificial intelligence, and identifies appropriate opportunities to apply these technologies to improve efficiency, service delivery and organisational capability.
- Understands core information technology concepts, including application lifecycles, system integration, cloud-based services and data platforms, to support informed collaboration with technical specialists.
- Leverages Microsoft 365 capabilities and related digital platforms to support collaboration, information governance and effective management of corporate information assets.

- Works effectively with technical specialists, vendors and service providers to support the design, implementation and optimisation of information and data solutions.
- Applies awareness of cybersecurity principles, access controls and data protection requirements to ensure information systems support secure and compliant management of Council data.
- Evaluates system functionality and data outputs from a business and governance perspective to ensure technology solutions meet organisational needs and support effective information management practices.

CUSTOMER AND STAKEHOLDER ENGAGEMENT

- Demonstrates professionalism, integrity and ethical conduct when interacting with internal and external customers to maintain trust and confidence in Council services.
- Provides courteous, responsive and helpful service to ensure enquiries and requests are addressed efficiently and respectfully.
- Listens actively and seeks to understand customer needs and concerns to ensure accurate responses and appropriate solutions are provided.
- Communicates clearly and keeps customers informed to ensure expectations are understood and commitments are met.
- Takes responsibility for resolving issues and addressing errors by responding promptly, apologising where appropriate and working to achieve fair and practical outcomes.
- Supports equitable access to Council services by assisting customers with diverse needs, including people with physical, sensory or intellectual disabilities.

EMERGENCY MANAGEMENT

You may be required to support Council's response to emergency management situations that affect Council operations or the wellbeing of the community, in accordance with Council's emergency management and business continuity arrangements.

OCCUPATIONAL HEALTH AND SAFETY / RISK MANAGEMENT

Wodonga Council is committed to maintaining the highest standards of health, safety and risk management across all operations, including the prevention and management of physical and psychosocial hazards. To support this commitment, you will:

- Comply with Council's Occupational Health and Safety and risk management policies, procedures and systems to ensure the safety and wellbeing of employees, contractors, visitors and the community.
- Identify, assess and manage physical and psychosocial hazards within your area of responsibility to support a safe, respectful and healthy workplace.
- Report incidents, hazards and near misses promptly and contribute to investigations and corrective actions to prevent recurrence.
- Support and participate in Council's health, safety and risk management initiatives to promote a culture of safety, accountability and continuous improvement.

QUALIFICATIONS AND EXPERIENCE

A tertiary qualification in information technology, information systems, computer science, data or a related discipline, together with demonstrated experience supporting or managing enterprise information systems within a medium-to-large organisation.

Alternatively, extensive relevant experience partnering with business units to address information systems, data or technology challenges and implement effective digital or application solutions in a complex or regulated organisational environment.

LICENCES AND MANDATORY REQUIREMENTS

- Current Victorian Driver Licence.

- National Police Check (to be provided by the preferred candidate prior to commencement and maintained as required by Council).
- Right to Work in Australia.
- Satisfactory pre-employment checks as required for the role, which may include a medical assessment, Working With Children Check or other relevant clearances.

EQUAL OPPORTUNITY STATEMENT

Wodonga Council is an equal opportunity employer and is committed to providing a workplace that is fair, inclusive and free from discrimination. We ensure all applicants and employees are treated equitably regardless of age, gender, disability, marital status, pregnancy, sexual orientation, race, religion or any other characteristic protected under relevant legislation.

Council recognises its responsibilities under equal opportunity and workplace legislation and is committed to preventing discrimination, promoting inclusion and fostering a respectful workplace for all employees and members of the community.

This position operates at a leadership level and is expected to demonstrate the personal competencies and behaviours outlined in Council's People and Performance Framework.

COGNITIVE JOB DEMANDS

The role requires the ability to:

- Lead and manage staff performance, including setting expectations and addressing challenging or sensitive issues when required.
- Operate professionally within a local government environment, including working constructively within organisational and political contexts.
- Adapt to organisational change and evolving priorities while maintaining effective service delivery.
- Demonstrate resilience and sound judgement when working under pressure or managing competing demands.
- Engage in constructive conversations and decision-making that support accountability, collaboration and organisational outcomes.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

KEY SELECTION CRITERIA

- Relevant tertiary qualifications and/or significant professional experience in information management, records management, digital governance or a related discipline, with demonstrated application of contemporary information management principles.
- Demonstrated leadership of an Information Management or Records Management function, including supervising staff, delivering strategic initiatives and managing operational services in a complex or regulated environment.
- Strong knowledge of information governance frameworks and legislative obligations, including Public Records, Privacy and Freedom of Information requirements, and the ability to apply these within a public sector or local government context.
- Highly developed communication, stakeholder engagement and analytical skills, with the ability to provide expert advice, influence organisational practices and drive continuous improvement in information management systems and processes.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.					

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development

Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none">• Displays council values• Reflects upon own performance• Seeks and acts upon feedback• Sets goals for personal and professional development• Finds ways to learn and improve in the completion of day-to-day tasks• Takes responsibility for own work and meeting job requirements
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Manage Health and Wellbeing

Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none">• Demonstrates effective time management and prioritising of tasks• Is aware of, controls and expresses their own emotions appropriately• Recognises when support is needed• Accepts responsibility for their own actions and outcomes• Is aware of the importance of self-care
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Safety and Risk Management

Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none">• Remains vigilant in ensuring a safe working environment for self and others• Is aware of risk and takes action to prevent problems• Reports hazards, incidents (including near misses) and compliance concerns in a timely way• Understands the importance of honesty and transparency• Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets• Complies with policies and procedures
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ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORKDAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Various duties relating to IM and AI business partnering.	Providing IM and AI partnership services to the organisation	<ul style="list-style-type: none"> Liaison with staff of all levels Liaison with external stakeholders and the general public Phone use Computer use Data entry and interpretation Use of multiple online systems Photocopier use Time management Handwriting notes Attending and facilitating meetings Policy development and review Driving company vehicles Supervision of others 	Sitting				X
			Standing		X		
			Walking			X	
			Lifting < 15kgs		X		
			Carrying		X		
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending		X		
			Twisting	X			
			Squatting	X			
			Kneeling	X			
			Reaching		X		
			Fine motor				X
			Neck postures				X
			Accepting instructions			X	
			Providing instructions			X	
			Sustained concentration				X
			Decision making			X	
			Problem solving			X	
			Supervision of others	X			
			Interaction with others		X		
			Exposure to confrontation		X		
Respond to change			X				
Prioritisation				X			