



POSITION TITLE	Information Management Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 5
DIRECTORATE	Corporate & Community
BUSINESS UNIT	Information Management
REPORTS TO	Information Management Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	Full Time-Temporary
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

The position will provide efficient and effective Information Management services across the council.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Key responsibilities

- Assist in the daily opening, registering, electronic scanning and dispersal of incoming mail;
- Contribute to the development of procedure and guideline manuals relevant to the position;
- Assist to develop our EDMS Kapish/HPECM to ensure that corporate records both electronic and digital are captured, retained, well managed, kept safe and retrievable when needed ;
- In conjunction with the Information Management (IM) Co-ordinator:

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Maintain council's records management system in the creation, handling, processing, filing, retrieval, storage and disposal of council's documents;
- Ensure compliance with relevant laws, acts and statutes in the storage and disposal of council records;
- Monitor council's records and records management system for any unusual activity;
- Assist in the ongoing archival of council's records;
- Assist in the development and maintenance of EzeScan OCR profiles and application support;
- Participate and contribute to team-based activities; and
- Other duties commensurate with the skills and knowledge of the incumbent as requested by the Information Management Co-ordinator and/or Manager ICT and Digital Transformation;
- Plan, develop and deliver in-house training, including induction and refresher, to all new and existing staff on all areas of council's EDMS;
- Assist IM Coordinator in ensuring that actions in the Information Strategy are met on time;
- Ensure all records management training content adheres to PROV guidelines for record keeping;
- Produce and maintain training manuals for council's records management system; and
- Provide EDMS technical support to council staff across all business units.

Accountability and Extent of Authority

- The position is accountable for:
 - Ensuring Information Management policies and procedures are adhered to and that specified standards are maintained;
 - Ensuring that written and electronic correspondence is captured accurately with the council's EDMS and forwarded to relevant council officers, within the timeframe set, by the Information Management directive and guidelines;
 - Provide timely and accurate EDMS support to all council staff;
 - Design, prepare and provide training to all council staff on the use of EDMS;
 - Actively promote, through a range of mechanisms, the importance of effective record keeping across the organization; and
 - Provide effective, timely and accurate information in response to customer enquiries.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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

Trust	Talk straight – Say what you mean and mean what you say
	Create transparency – Do not withhold information unnecessarily or inappropriately
	Right wrongs
	Practice accountability – Take responsibility for results without excuses
	Extend trust – Show a willingness to trust others, even when it involves a measure of risk

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>
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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>
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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>
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CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- Ability to use judgement to make decisions on the selection of the appropriate tool, technique or method from a limited range of options, and resolve moderately complex problems that relate to the task being performed.

SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge of and developed skills in:
 - Content Manager
 - Kapish Explorer
 - InMailx
 - Outlook Email
 - Microsoft Windows
 - Microsoft Office Suite
 - Intramaps
 - Infor Pathway
 - Ezescan

- The ability to analyse, identify and solve problems and provide advice to customers;
- Knowledge of information technology and skills in the application to a range of problems and situations;
- Demonstrated awareness of new technology and its ability to support computer based document imaging and management practices;
- Knowledge of local government, community and health sectors;
- Sound knowledge of the Privacy Act;
- An understanding and knowledge of the Public Records Office Victoria requirements;
- An understanding of the Freedom of Information Act;
- The ability to correctly use disposal schedules as set by the Public Records Office Victoria;
- An awareness of the council's archive program relating to the transfer of records to offsite storage facilities;
- Basic understanding of property information in the local government environment;
- Ability to contribute to council's quality assurance and improvement plans;
- Ability to work as a member of a team to meet organisational requirements;
- Experienced in the use of IT systems and processes to foster business unit and workplace objectives; and
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system.

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.
- Ability to organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).
- Well developed verbal communication skills to communicate with clients, members of the public, and other employees, and enable the resolution of problems of a moderately difficult nature;
- Good written communication skills to communicate with clients, members of the public, and other employees and enable the writing of training manuals and procedures in field of expertise; and

- Ability to gain cooperation and assistance from clients, the public and other employees in the administration of well defined activities.

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Certificate IV Record Keeping and/or demonstrated relevant experience
- Significant experience with electronic document management
- Significant experience in manual record keeping procedures
- Experience in an office environment

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with

equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

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

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Proven ability to administer an Electronic Document Management System (EDMS) preferably Opentext Content Manager or One Drive/Sharepoint for Council records
2. Experience in adhering to Information Management policies and procedures
3. Proven experience in developing and supporting a culture of good information management practices
4. Proven ability to maintain and ensure confidentiality
5. Ability to provide outstanding customer service to all users of differing skills

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

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

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

ATTACHMENT 2

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

INHERENT REQUIREMENTS OF THE JOB

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Record Management	Maintain council's records management system in the creation, handling, processing, filing, retrieval, storage and disposal of council's documents	<ul style="list-style-type: none"> • Liaison with staff of all levels • Liaison with internal and external agencies • Computer use • Phone use • Photocopier use • Use of multiple computer systems • Data entry • Attending meetings • Monitor and action reports • Provide input to policy and processes • Drive company vehicles rarely 	Sitting			X	
			Standing		X		
			Walking			X	
			Lifting < 10kgs		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
			Major decision making		X		
			Complex problem solving		X		
Supervision of others	X						
Interaction with others				X			
Exposure to confrontation				X			
Respond to change				X			
Prioritisation				X			

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