

Position Description

POSITION	Senior Records Officer
SECTION	Governance & Corporate Services
DEPARTMENT	Corporate Services
PROJECT	145200
POSITION NO.	BCC767
POSITION TYPE	Full Time
REPORTS TO	Team Leader Records
POSITION GRADE	Band 2, Level 1, Grade 7
DATE	October 2017

POSITION PURPOSE:

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- Provide high level records administration support to ensure records are administered in compliance with the NSW State Records Act 1998.
- Provide ongoing support for the efficient and effective use of Council's Electronic Document Management System (EDMS).
- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the Workplace Health and Safety (WHS) Management System to ensure a safe place of work.

QUALIFICATIONS & EXPERIENCE:

Essential:

- Certificate IV in Records Management.
- High level computer literacy and ability to use a range of software products.
- A minimum 4 years work experience in Records Management
- Excellent knowledge and demonstrated experience of applying the NSW State Records Act 1998.

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities, which are consistent with the responsibilities of the position. The incumbent's authority is subject to any limitation imposed by the Management Team, Corporate Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- Deliver excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
- Assist the Team Leader Records through:
 - Provision of system maintenance of the EDMS including classification of Council's corporate files.
 - Develop procedures regarding record naming protocols and document titling.
 - Provision of training users in records management and system.
 - Contribute to the development of a knowledgebase of user FAQ's for internal use
 - Ensuring Council is meeting its legislative & business requirements in regard to the retention of records.
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 - Provision of support activities for implementation of new systems and upgrades to EDM.
 - Contribute to the ongoing improvement of business process, practices and systems
 - Registration of VIP and Complaints correspondence
 - Registration and storage of legal documents
- Successfully provide assistance with the day to day operations of Records Management when required.

WHS:

- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the WHS Management System.
- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- WHS001- Matrix is attached.

Corporate:

- To commit to and embrace the objectives of Blacktown City 2030 – City of Excellence, and to be accountable for participating as appropriate in the allocated program of works designed to deliver on the identified objectives as directed.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:

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- Update and maintain EDMS as required to reflect changes in user permissions and other metadata fields.
- Identify and report on system issues and user requirements.
- Update issues logs and maintain statistics on user support calls.
- Participate in all aspects of system design, testing and implementation of Council's record keeping system.
- Support provision of training for users of Council's records system.
- Provide ongoing system support to end users in the use of Council's recordkeeping systems.
- Assist in the support of all records management functions as required.
- Be familiar with and maintain a level of knowledge and competence with all aspects of the EDM program.
- Foster a climate of cooperation and shared solutions to internal clients
- Register and administer VIP correspondence
- Determine whether correspondence is an official complaints correspondence or service level request
- Register and store legal documents
- Provide relief duties for Team Leader Records
- Manage onsite storage areas for hardcopy records
- Plan and undertake removal of hardcopy records to offsite storage or State Records.

SELECTION CRITERIA:

- Certificate IV in Records Management.
- High level computer literacy and ability to use a range of software products.
- A minimum 4 years work experience in Records Management.
- Demonstrated experience and knowledge of Records Management business rules, procedures, practices and policy.
- Demonstrated experience in the support of end users in the use of recordkeeping systems
- Strong customer service focus.

- Highly developed oral and written communication skills and effective interpersonal skills.
- Ability to deliver training – one on one or group training in all areas of records management
- Ability to manage workload and competing priorities in order to complete tasks in a timely manner.
- Ability to work independently and as part of a team.
- Availability to work flexible hours and at remote sites.
- Understanding of Work Health & Safety and Equal Employment Opportunity Principles as they apply to the position

PERFORMANCE CRITERIA:

- As per Council's Performance Management System.
- System maintenance and audit are up to date.
- High level of customer service protocol.
- All tasks are processed in a prompt and efficient manner.
- Ability to meet strict deadlines.
- Proficient use of all electronic document management systems and scanning devices. Participation in all aspects of the EDMS Program.

Employee Sighted and Agreed: _____ Date: _____

Supervisor Name (PRINT): _____

Authorised by Supervisor: _____ Date: _____