
Diamantina Shire Council

POSITION DESCRIPTION



Title: RECORDS AND ADMINISTRATION OFFICER

Position No: 3008

Award: Queensland Local Government Industry (Stream A) Award - State 2017
Division 2, Section 1 – Administration, Clerical, Technical, Professional,
Community Services, Supervisory and Managerial Services

Classification: Level 3

Department: Corporate Services

Branch: Governance

Location: Bedourie

Reports to: Governance Manager

Direct Reports: Nil

POSITION OBJECTIVE

The Records and Administration Officer is responsible for administering and coordinating Council's records and information management function under the general direction of the Governance Manager. The position is responsible for ensuring Council's electronic and physical records are created, captured, maintained, secured, accessed, retained and disposed of in accordance with legislative requirements, Queensland State Archives standards and Council policies.

The role provides specialist advice, system administration, user support and training across the organisation while contributing to the continuous improvement of Council's information governance framework and records management practices.

COUNCIL'S VALUES

Innovation & Continuous Improvement: Council and staff seek to overcome challenges and take advantage of opportunities through a commitment to innovation. Through innovative thinking and constant review of our practices and approach, we are continually improving our performance and service delivery.

Teamwork: We recognise the importance of maintaining a creative and responsive work environment in which the community, councillors, management, and staff work constructively together in a spirit of teamwork, trust, and loyalty.

Quality: Council is committed to ensuring quality output by providing the organisation with resources that facilitate excellence in performance, commitment, and service delivery.

Accountability: Council has a responsibility to the residents and ratepayers of the Shire to be inclusive and responsive to their views and needs and to communicate effectively.

KEY RESPONSIBILITIES

The position is responsible for administering Council's records and information management function and supporting all departments in maintaining compliant, secure and accessible information assets. Responsibilities include, but are not limited to:

Records Management

- Coordinate the provision of Council's records and information management services in accordance with legislative, regulatory and organisational requirements
- Register, classify and maintain all electronic and physical records, including incoming and outgoing correspondence, emails, reports, forms and other official documentation
- Maintain Council's Electronic Document and Records Management System (EDRMS), ensuring information is accurately captured, indexed, classified and readily accessible
- Maintain Council's Business Classification Scheme, records metadata standards to support consistent information management practices
- Coordinate the sentencing, retention, archiving and lawful disposal of public records in accordance with Queensland State Archives Disposal Authorities
- Maintain physical and electronic records storage systems, including offsite archives where applicable
- Determine appropriate security classifications and user access permissions within Council's records management systems
- Administer document workflows, version control and records security within Council's EDRMS

Information Management

- Monitor compliance with Council's Records Management Framework, policies, procedures and legislative obligations
- Undertake periodic quality assurance reviews of electronic and physical records to ensure compliance with recordkeeping standards
- Monitor metadata quality, document classification standards and information integrity across Council's records management systems
- Identify records management risks and recommend corrective actions or process improvements to the Governance Manager
- Contribute to the development, review and implementation of records management policies, procedures, business rules and user guidance

Advice, Training and Continuous Improvement

- Provide advice to employees regarding records management legislation, policies, procedures and best practice
- Develop and deliver organisation-wide training, induction sessions, user guides and practical support relating to Council's records management systems
- Assist employees with records classification, retrieval, disposal, security classifications and records management enquiries
- Identify opportunities to improve records management systems, workflows and business processes and implement approved improvements

- Prepare reports relating to records management activities, compliance, disposal programs and system performance

Legislative Compliance

- Apply the requirements of the *Public Records Act 2023*, *Right to Information Act 2009*, *Information Privacy Act 2009* and Queensland State Archives Records Governance Policy
- Assist with the retrieval and management of records for Right to Information applications, Privacy applications, internal audit, external audit and legal proceedings
- Ensure Council's records management practices remain compliant with legislative requirements and organisational policies

Administration and Customer Service

- Provide professional customer service to internal and external customers through face-to-face, telephone and electronic communication
- Prepare correspondence, reports and documentation as required
- Raise purchase orders and requisitions in accordance with Council procedures
- Assist with the distribution of corporate communications
- Maintain confidentiality when handling sensitive or personal information
- Perform other duties consistent with the skills, responsibilities and classification of the position

KEY SELECTION CRITERIA

Knowledge, Skills and Experience

- Demonstrated experience administering an Electronic Document and Records Management System (EDRMS)
- Sound knowledge of records management principles including classification, metadata, retention, disposal, retrieval and information security
- Demonstrated ability to interpret and apply legislation, standards and organisational policies relating to records management
- Demonstrated ability to exercise initiative and judgement in resolving records management issues
- Experience developing business procedures, user guides or records management documentation
- Experience delivering training or providing advice to employees
- Ability to identify opportunities for continuous improvement
- Demonstrated ability to manage competing priorities with minimal supervision

QUALIFICATIONS, SKILLS AND EXPERIENCE

Essential:

- Current Queensland C Class Drivers Licence
- National Police Check
- Demonstrated experience in Records Management, Information Management or document control within a regulated environment

Desirable:

- Cert IV or Diploma in Recordkeeping, Information Management or Business Administration
- Experience administering MAGIQ or similar EDRMS
- Local Government Experience

- Knowledge of
 - Public Records Act 2023
 - Information Privacy Act 2009
 - Queensland State Archives requirements

Note: Council may require the applicant to undertake a Working with Children Check (Blue Card), physical fitness / medical test, drug or alcohol test, relevant skill test, machine competency test prior to appointment. It is a condition of employment that applicants agree to this requirement before appointment.

Mandatory immunisation or medical evidence of immunisation is required for some positions, as the work environment may involve exposure to areas identified as "at risk" work areas.

CORPORATE ACCOUNTABILITIES

- Demonstrated commitment to apply and adhere with Council's Policies and Procedures and *Local Government Act 2009*, including but not limited to Council's Code of Conduct, Anti-Discrimination and Equal Employment Opportunity, Employee Welfare, the Environment and Service Delivery Standards and confidentiality
- Fulfil recordkeeping responsibilities in accordance with relevant Information Standards and associated guidelines and maintaining confidentiality of Council information obtained during the course of employment
- Perform jobs, tasks and processes in accordance with relevant guidelines and standards
- Capable of carrying out the physical and inherent requirements of the position and being flexible and adaptable to meet the requirements of the position
- Maintain a positive team culture based on honesty, trust and integrity
- Operate and maintain Council assets including equipment, plant and fleet within Council guidelines and manufacturers' specifications
- Foster and maintain strong internal and external stakeholder relationships associated with Council and provide consistent and timely customer services to our colleagues and communities

WORK HEALTH AND SAFETY RESPONSIBILITIES

- Undertake the responsibilities relevant to the WH&S Obligation and Responsibility Statement for the position, as amended from time to time
- Apply Council policies and procedures in everyday work activities to assist Council in ensuring a safe work environment and to meet the standards imposed by any relevant safety legislation as required by *Work Health and Safety Act 2011* (Qld)
- Maintain a positive attitude towards acquiring an understanding of Work Health and Safety (WHS) legislation, including Council's WHS policies and procedures and WHS practices within individual work teams

EXTENT OF AUTHORITY

As per Council's Delegations Register.

POSITION DESCRIPTION ACCEPTANCE

I have read and understood this Position Description and accept the objectives, responsibilities and requirements of this position.

Employee Name: _____

Employee Signature: _____

Date: _____