

POSITION DESCRIPTION		
	Position Title:	Records & Information Transformation Officer
	Position Number:	T00725
	Directorate:	Governance & People Services
	Service:	Governance Risk & Audit Service
	Location:	HQ
	Date Created/Updated	June 2026
	RBF Band	Band 8

POSITION PURPOSE/OBJECTIVE

This role delivers programs to ensure the effective development, implementation and transformation of Council's records management systems. This role is crucial in the Council's transitioning from the current records management system (Content Manager) and other disparate systems to the OneCouncil system (Technology One).

The role will provide project management in the technical areas of information, data, records and archives management programs, and process development in order to meet regulatory and best practice requirements.

The Records Transformation Officer works within a broad framework of prescribed statutory and public sector legislation, policy, and guidelines including but not limited to the State Records Act, relevant disposal authorities, and National Archives of Australia policies and procedures. The role works across all services and in collaboration with the OneCouncil project team across the scope for records management, retention and disposal, decommissioning and migration of records and data between historical and new systems.

The role operates across records management in all formats and will provide expertise in paperbased, electronic and systems-based data requirements. The role will be active in the implementation of a new records, information and data system, a council-wide technology solution, and related projects and programs.

RELATIONSHIPS

Reports to: (Position Title)	Program Leader Information and Records Management
Report to: (Position Number)	P00130
Staff Responsibility:	Nil
Key Internal Relationships:	Service Managers, Directors and CEO Council employees

	OneCouncil project team and associated technology representatives
Key External Relationships:	Government agencies and service providers for example, Office of Local Government, State Archives and Records Authority of New South Wales, Government Records Repository (GRR), Museums of History NSW, Records Management services, Information NSW, Technology One, and National Archives of Australia. Customers/residents.

KEY RESPONSIBILITIES

1. To contribute to help Council deliver its sustainability goals.
2. To actively implement, support and advise in the development, implementation and maintenance of Council's Electronic Document Management System (EDMS) configuration and other functionality to meet organisational business requirements. Including implementation of records management in the existing systems, as well as, recommend and support the implementation of new systems for records compliance.
3. To ensure compliant record management practices such as security, access, physical location and classifications, across all records types/formats, and to prepare reports, including in the development and configuration of new systems.
4. To prepare and authorise disposal of records identified for destruction under the functional and general retention and disposal authorities. Including to make assessments for system decommissioning and data migration.
5. To prepare, deliver and support the development of policy and procedures and training programs for organisational information and staff effective records management practices.
6. To undertake and participate in Quality Assurance programs of records including workflows, data cleansing, migration and identification of trends and training needs.
7. To notify Senior Responsible Officer/ Manager of serious or ongoing breaches of non-compliance with Records management standards, policies, practices and procedures and/or to communicate risks to the organisation or services.
8. To undertake other duties as required, including administration, correspondence, reporting, responding to a wide range of internal and external enquiries, special project facilitation or involvement, or preparing and/or presenting training.
9. To support delivery of the day to day operational service outcomes as required, including customer service, administration, reporting, correspondence, tasks, and projects to ensure service outcomes.

Guiding Principles

- We act as one organisation responding to the changing needs of our LGA and community
- We are strategy led, driven by our Community Strategic Plan with clear priorities and focus
- We are service focused, we continuously improve service provision and provide excellent customer service
- We collaborate and work together to achieve our outcomes

- We ensure safety and well-being is at the centre of our organisation, operations and culture
- We are a financially sustainable organisation, living within our means, ensuring best value resource allocation

These Guidelines complement the Council's adopted Values of: Work Together; Work Safe Home safe; Service Excellence; Value for Money; Trust and Respect; and, Supporting Community.

Workplace Health & Safety

Ensure compliance with WHS obligations and responsibilities as outlined in Councils policies and procedures and under the relevant WHS legislation. These include but are not limited to: identifying potentially unsafe situations or work practices and notifying your Supervisor or Manager (or the Health, Safety Manager/Area Safety Representative); never performing a task that you believe is dangerous or for which you do not have the experience, or have not received appropriate instructions and training or where the correct equipment to carry out the task safely is not available; always work in a safe manner and in accordance with safety instructions, where applicable; use the work equipment supplied for the job, in accordance with the manufacturer's instructions), and any personal protective equipment, which the Council deems necessary and has provided; be safety aware and report any actions to your line manager which will assist the Council to meet its legal workplace health and safety obligations.

Ensure compliance with role specific requirements for manual handling, machinery use, and for handling of suspicious mail or packages potentially containing hazardous substances or dangerous goods in postal items.

You have the right to cease or direct cessation of unsafe work. In addition you are required at all times to comply with Councils Asbestos Management Plan and Policy.

COMMUNICATION

This position communicates with team members and other Council staff, contractors, government departments (such as State Records NSW), as well as coordinating with external service providers. It requires excellent customer service, and the ability to respond in a timely and professional manner, and provide advice, recommendations and/or training to all levels of the organisation. The jobholder will communicate with team members to ensure cooperation and efficiency for work production or service quality. The jobholder will understand the customers' priorities and meet them in accordance with Council customer service standards. The jobholder will ensure strict confidentiality requirements are maintained in the handling of sensitive information.

JUDGEMENT & PROBLEM SOLVING

The position is required to exercise decision making skills through interpretation and application of the relevant statutes and policy affecting the Council's information management obligations including but not limited to the State Records Act and the Privacy and Personal Information Protection Act. The position must use judgement and problem solving to interpret, analyse, secure and manage incoming information for referral to the

appropriate Council service for action in accordance with confidentiality and privacy requirements.

This position requires a high level of technology competence relating to record management, archiving, conservation, electronic and paperbased information/records management, storage, and distribution methods.

The position must use judgement and problem-solving to analyse, assess and make decisions regarding the configuration and use of the Council's Electronic Document Manage System (EDMS) including, the retrieval, secure storage and destruction of Council's records in accordance with statutory and policy requirements.

The position must use judgement and problem-solving to analyse, assess and make decisions regarding record classifications, access, security, retention and disposal in accordance with various legislative, policy and statutory requirements across current and historical information and data systems.

The jobholder will identify and escalate organisational and/or operational risks and share information as needed requiring a proficient knowledge of Council structure and function.

AUTHORITY

The work of the jobholder influences the council within a specified service line through the application of technical skill and/or application of regulatory requirements. Policy and procedures are readily available, but the jobholder is required to choose the appropriate processes and apply legislation, statutory guidelines, and General Retention and Disposal Authority requirements. The jobholder must use judgement and has authority to make decisions required to manage the lifecycle of Council records across all systems and formats which may include determining record classifications, access, security, retention and disposal. The jobholder provides compliance oversight functions to ensure proper record management practices for accountable, accessible and accurate information management. The role and decision making is overseen by the Program Leader Information & Records Management.

SKILL, EXPERIENCE, QUALIFICATIONS & BEHAVIOURAL COMPETENCIES

ESSENTIAL

1. Jobs at this level require a wide education, including technical proficiency in a specialised area, hold a relevant tertiary qualification (e.g. Cert IV in Records Management), and ideally 3-5 yrs business experience in records management, library or other information management professions.
2. Demonstrated knowledge of records management systems and requirements in accordance with the State Records Act, including retrieval, secure storage and destruction of Council's records.
3. Demonstrated experience in project management, including the ability to manage a number of overlapping and complex tasks.
4. Demonstrated high-level computer literacy, attention to detail and accuracy in administration, and use of office equipment.
5. Knowledge of Workplace Health and Safety principles, including role specific requirements for manual handling, and for handling of suspicious mail or packages potentially containing hazardous substances or dangerous goods in postal items, the

Privacy and Personal Information Protection Act, confidentiality, and Equal Employment Opportunity principles.

6. Demonstrated ability to perform in a collaborative team environment, proactively adapt to new technological tools and digital workflows.

DESIRABLE

1. Experience in providing records management expertise in Technology One and/or Content Management records management systems.
2. Demonstrated experience in the development and/or delivery of staff training for Electronic Document Management Systems (EDMS) and record management requirements.
3. Familiarity with change management and business process improvement methodologies.

BMCC POSITIONAL PHYSICAL DEMANDS ANALYSIS

Position:	Records Officer		
Responsible Manager/ Supervisor:	Program Leader Information and Records Management		
Signature:		Date:	June 2026

Complete the physical requirements and working condition sections of the table below based on an employees average daily exposure to the tasks listed. Ratings as follows:	Exposure Level		Rating
	No Exposure		0
	Low Exposure (0 – 2hrs daily)		1
	Medium Exposure (2 – 4hrs daily)		2
	High Exposure (4 – 8hrs daily)		3

PHYSICAL REQUIREMENTS									
Heavy Manual Tasks	0	Pushing loads > 5kgs	0	Frequent bending/ stooping	0	Sitting for extended periods	3		
Light Manual Tasks	1	Pulling loads >5kgs	0	Repetitive Lifting	1	Standing for extended periods	2		
Trunk Twisting	0	Extend arms for reaching	0	Elevating arms above shoulder height	1	Kneeling for extended periods	0		
Climbing to access/ exit excavations	0	Throwing	0	Walking on uneven ground	0	Walking for extended periods	0		
Balancing	0	Crawling	0	Hearing above background noise	0	Depth Perception	0		
Colour Vision	0	Fine Manipulation	0	Shoveling/Digging	0				
WORKING CONDITIONS									
PHYSICAL									
Inside Work	3	Outside Work	0	High Temperatures > 38deg	0	Low Temperatures < 3 deg	0		
Operating Machinery	1	Working Near Machinery	1	Working at Heights	0	Noisy Work Areas	0		
Vibration	0	Confined Spaces	0	Prolonged Driving (periods > 2hours)	0	Working Alone	0		
Overhead Work	0	Use of computer for screen-based activities.	3	Prolonged Sitting (periods > 1hour)	3	Prolonged Standing (periods > 1 hour)	1		
CHEMICALS				BIOLOGICAL					
Dusts	2	Liquids	0	Pesticide Spraying	0	Herbicide Spraying	0		
Working with Solvents	0	Mists / Fumes	0	Possible exposure to Hepatitis A, B, C	0	Possible exposure to Tetanus	0		
Gases/ Vapours	0	Odours	0	BIOMECHANICAL					
				Repetitiveness	0	Fatigue	0		
ASBESTOS									
Asbestos Awareness	✓	None of the below						✓	
Class B Asbestos Removal	0	Asbestos Removal and Supervision	0	Asbestos Assessor	0				
USE OF PERSONAL PROTECTIVE EQUIPMENT									
Safety Boots/ Shoes	0	Dust Mask/ Respirator	0	Protective Eyewear	0	Ear plugs/Muffs	0	Hard Hat	0
Provide a brief description of the job requirements:									
The position is primarily desk based and working at a computer. Sit/stand options available. The role includes face-to-face and online meetings, and telephony. The role requires frequent lifting/manual handling of items weighing approximately 0.1 - 1kg and rarely up to 5kgs. The role uses equipment for scanning, folding or distribution, and accesses record storage facilities. Staff in this role must be trained in and adhere to role specific requirements for handling of suspicious mail or packages potentially containing hazardous substances or dangerous goods in postal items.									