

Position Title	Information Support Specialist
Department	People and Performance
Unit	Information Communication and Technology
Team	Information Management
Supervises	NIL
Reports To	Team Leader Spatial and Customer Information
Grade	G
Date Prepared	21/06/2023
Date Last Updated	21/02/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

Provide customer focussed proactive support with a problem solving focus, in the day to day operational management and delivery of services across the organisation through specialised Property and Information Management advice and guidance. This role also investigates a range of comprehensive Property, customer information and Information Management issues and recommends solutions.

Accountabilities

- Ensure that all Council information is appropriately stored, defined, managed and disposed so that accurate and relevant information is accessible.
- Provide direction and advice on Information Management functions and customer information and ensure compliance with the State Records Act, Government Retention and Disposal Authority, associated Standards, and Local Government Regulations.
- Provide advice on Property numbering of new developments/subdivisions, property enquiries and assisting with property inspections.
- Administration of the name and address module within Council's Land Information system, including the processing of change of ratepayer information applications.
- Provide support and advice to users in the creation and maintenance of Name and Address data and process enquiries from internal and external customers, with a particular focus on continuous improvement and enhancing the customer experience.
- Maintain the security and confidentiality of information, ensuring access restrictions to records are strictly maintained.
- Plan, draft and implement appropriate support, advice and training, policies, standard and proecured on Information systems and Name and address best practice.
- Additional duties as required within the limits of the employee's skill, competence and training

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Technical/ Professional Specialist

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Adept
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Relationships		
Work Collaboratively	Advanced	• Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Personal Character		
Display Resilience	Adept	• Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives direct and honest feedback/ advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternatives • Stays calm and acts constructively under pressure and in difficult situations
Results		
Plan and Prioritise	Adept	• Consults on and delivers team/ unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans

- Monitors progress, makes adjustments, and evaluates outcomes to inform future planning

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Councils policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Relevant tertiary qualifications in Records or Information Management or related discipline supported with extensive experience
- Drivers Licence

Essential Experience

- Demonstrated working knowledge of the State Records Act 1998 and associated Records Management standards.
- Previous experience in property numbering
- Demonstrated knowledge and experience using Electronic Document and Records Management System/s (EDRMS)
- Demonstrated organisation, problem solving and analytical skills.
- Sound collaboration and negotiation skills with the capability to build and maintain relationships with stakeholders through outstanding customer service
- Experience in administering central registers
- Demonstrated commitment to Council’s values

Desirable Qualifications and or Experience

- Previous Public Sector experience
- Previous experience using Land Information Systems, such as Pathway
- Previous experience using Microsoft Sharepoint

POSITION REQUIREMENTS (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☒	☐
Does this position require incumbent to undergo criminal reference check?	☒	☐
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☒	☐
Will incumbent need to make disclosure of pecuniary interest?	☐	☒
Could there be a conflict of interest with secondary employment?	☒	☐
Does this position have an inherently high risk for fraud and corruption?	☒	☐