

POSITION DESCRIPTION

Position Title:	Information Services Team Leader	Reports to:	Information, Communication and Technology Coordinator
Department:	Information, Communications and Technology	Directorate:	Corporate Services
Stream:	Stream A	Pay Level:	Level 4 - 5 (Division 2 - Section 1) 12% superannuation & 17.5% leave loading
Award:	Queensland Local Government Industry Award – State 2017	Agreement:	The Southern Downs Regional Council Certified Agreement, as amended

1.1 THE DEPARTMENT

The Information, Communications and Technology (ICT) department delivers the ICT strategy for Council, including managing the technology infrastructure that supports day-to-day operations of Council, facilitating communication, enhancing service delivery, ensuring cybersecurity and data protection, and driving innovation and digital transformation. This department plays a key role in improving efficiency, transparency, and the quality of services provided to the community.

The department is also responsible for overseeing the proper handling, organisation, storage, retention, and disposal of information and records. These records may include physical documents, digital files, and other forms of information that Council needs to maintain for legal, regulatory, and operational purposes. This department plays a crucial role in ensuring transparency, accountability, and compliance with various legal requirements.

1.2 VALUES

Southern Downs Regional Council recognises our people as our strength, and our five values guide how we work with each other, our actions, our decision making and how we serve our community. Our values bring us all together and contribute to our employees having a meaningful and rewarding career, with opportunities to grow and thrive.



Act with Integrity | One Region, One Team | Lead by Example | Service Excellence | Our People, Our Strength

1.3 THE OPPORTUNITY AND JOB ROLE

The key function of this role is to lead the Information Services function within Council, assuming responsibility for service delivery and the management of information and records, including ensuring compliance with statutory obligations.

The role may be appointed at Level 4 or Level 5, depending on the skills, experience, capability and qualifications of the successful applicant.

1.4 KEY RESPONSIBILITIES AND DELIVERABLES

The key responsibilities may be modified from time to time to ensure the expected outcomes support the Council's operational and corporate plans. All duties are to be conducted in an efficient, timely, professional and safe manner.

The key responsibilities and deliverables for this role **at both Level 4 and 5** include:

- Lead a team responsible for delivering information management and record management services across the organisation, ensuring a safe, positive and customer-focussed working environment;
- Supervise the staff and activities of the Information Services team, including information management and records management services across the organisation, effectively planning and prioritising workload to meet operational objectives;
- Develop a thorough knowledge and understanding of all Records and Information Management systems and processes utilised in Council in order to action service requests;
- Facilitate the development and learning of the Information Services team through provision of learning opportunities, guidance and mentoring, to ensure an in-depth knowledge of Council's systems and processes as they apply to information and records management functions;
- Ensure that service requests are consistently completed within appropriate time frames;
- Assist the ICT Coordinator in the development, implementation and maintenance of information management policies, standards, guidelines, procedures and other documentation in alignment with organisational objectives and relevant legislation;
- Contribute to the development and implementation of an information governance framework, ensuring clear roles, responsibilities and accountabilities for information management;
- Provide operational advice, support and guidance on matters related to information and records management;
- Oversee the collection, storage, organisation, quality, security and disposal of information assets in various formats (electronic and physical);
- Oversee the development and delivery of training and awareness programs to staff on information management policies, procedures and best practices;
- In conjunction with the ICT Coordinator, monitor information management practices and systems, identifying areas for improvement and implementing necessary changes;
- Monitor measures to protect the confidentiality, integrity and availability of information assets, as established by the ICT Coordinator and Manager ICT;
- Maintain information management repositories and report on service requests, trends, and potential issues in relation to functionality and performance;
- Provide Information Management services at a variety of locations across the Southern Downs region, requiring travel between Council sites;
- Maintaining records consistent with Council requirements and the Privacy Principles;
- Other duties as are reasonably within the limits of the employee's skill, competence and training, as directed by the supervisor.

Additional key responsibilities and deliverables for this role **at Level 5** include:

- Development, implementation and maintenance of information management policies, standards, guidelines, procedures and other documentation in alignment with organisational objectives and relevant legislation;
- Development and implementation of an information governance framework, ensuring clear roles, responsibilities and accountabilities for information management;
- Monitor and evaluate the effectiveness of information management practices and systems, identifying areas for improvement and implementing necessary changes;
- Undertake responsibility for moderately complex information/data projects as required.

1.5 SELECTION CRITERIA

ESSENTIAL CRITERIA

1. Demonstrated effective supervisory skills including the ability to effectively lead, develop and provide mentorship and guidance to team members, and to plan, prioritise and manage workloads, and to achieve outcomes within required time frames.
2. Demonstrated ability in providing information and records management services, maintaining an information and records management system, and developing associated procedures and documentation.
3. Well-developed interpersonal and communication skills, including the ability to effectively communicate (in both oral and written forms), liaise and negotiate with a diverse range of staff and other customers as required.
4. Proven ability to exercise confidentiality, discretion, sensitivity and judgement.
5. Well-developed numeracy skills and proven accuracy in inputting data and maintaining records in an Information Services environment.
6. Effective problem solving and analytical skills, including the ability to effectively troubleshoot Information Management issues and systems.
7. Knowledge of Right to Information and Information Privacy Request administration obligations and responsibilities.
8. Knowledge of the work health and safety considerations relevant to the area, and proven ability to limit risks in this type of environment.

DESIRABLE CRITERIA

1. Understanding of and general interest in Local Government operations.

1.6 REQUIRED LICENCES AND QUALIFICATIONS

- A Class C (car) licence is required in this position.
- Level 4 – A relevant qualification in Information Management and/or Records Management of at least Associate Diploma or Certificate level, or an equivalent level of skills, knowledge, experience, qualifications and/or training to be able to competently fulfil the requirements of the position.
- Level 5 - A relevant qualification in Information Management and/or Records Management of at least Degree level OR must be actively enrolled and progressing in (and committed to completing) the same with substantial relevant experience to be able to competently fulfil the requirements of the position.

1.7 TRAINING

- On the job training will be provided to ensure that the position holder maintains a satisfactory knowledge and skill base.
- The position holder will be encouraged to attend workshops and seminars relevant to the position so as to ensure ongoing professional development.

1.8 WORK HEALTH AND SAFETY RESPONSIBILITIES

- Comply with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Work Health and Safety Policies and Procedures.
- Comply with instructions given by the relevant manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons.

1.9 ORGANISATIONAL RESPONSIBILITIES

- Comply with all the requirements of Council policies and procedures as amended from time to time.
- Ensure complete and accurate records are captured, created and maintained.
- Deliver high quality customer service within the organisation and to the public.
- Ensure the security and appropriate intended use of Council information at all times.

1.10 OTHER POSITION REQUIREMENTS

TRAVEL & FLEXIBLE HOURS

- This role will require the incumbent to undertake travel to various locations across the SDRC region and outside of the region as required to complete duties. On occasion, this will require the incumbent to work flexible hours outside the scope of normal business hours (early mornings/evenings).

PROBATION PERIOD

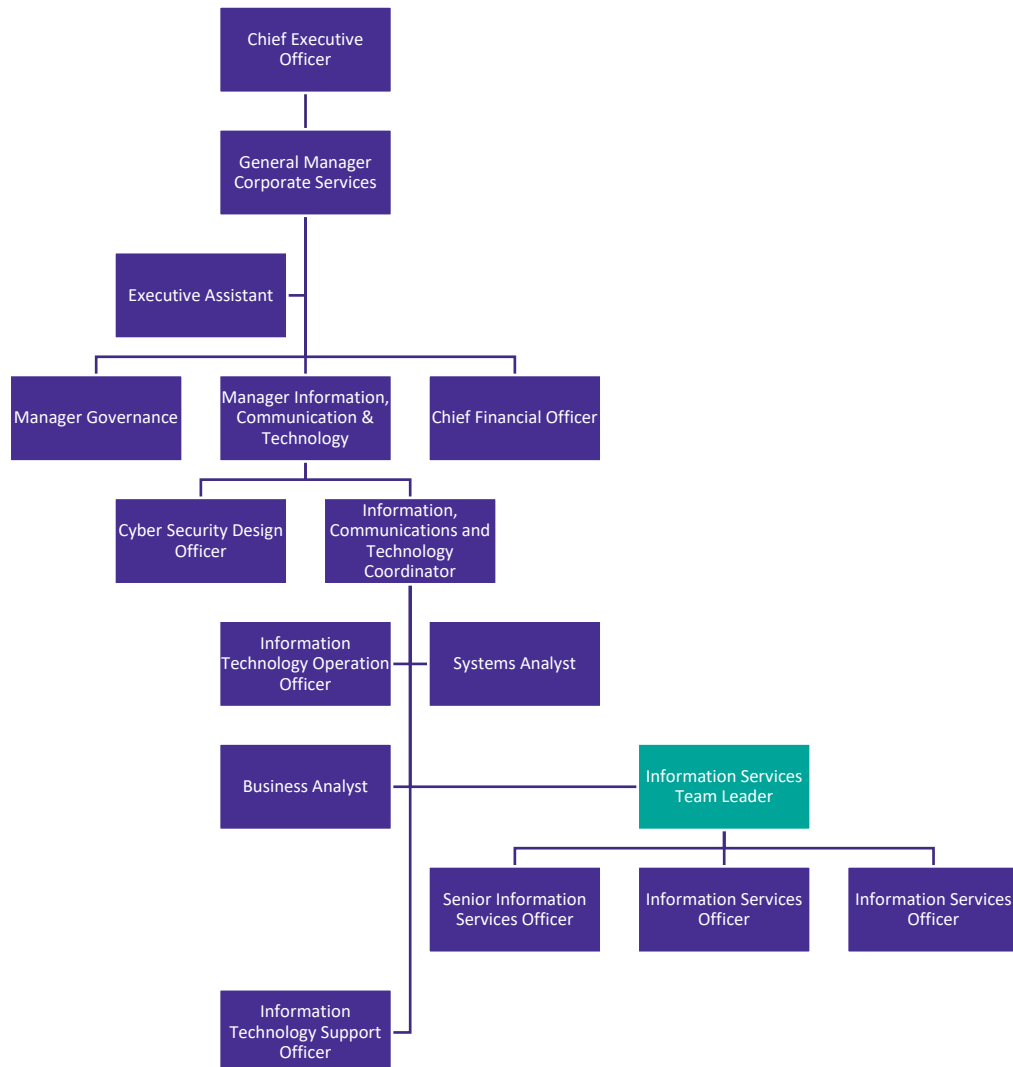
- This role is subject to a three (3) month Probation period to a maximum of six (6) months, during which time the employee will be assessed for suitability as part of ongoing development in the role.

PRE-EMPLOYMENT CHECKS

- Prior to employment external candidates **will** be subject to the following checks in most instances:
 - National Criminal History Check (mandatory)
 - Pathology Drug and Alcohol screening (mandatory)
 - Reference Checks (mandatory)
 - Health Declaration (mandatory)
- Prior to employment external candidates may also be subject to the following checks:
 - Functional Capacity Assessment / Fitness for Work (to assess physical suitability for the role)
 - Formal qualifications check
 - Rights to Work in Australia – VEVO check
 - Licence disqualification / traffic history checks with Queensland Government
 - Blue card Working with Children Check
 - Any other check that is reasonably required by Southern Downs Regional Council

1.11 REPORTING STRUCTURE

ORGANISATIONAL RELATIONSHIP



Council values diversity and welcomes applications from people of all backgrounds and cultural heritage, that have working rights in Australia.