

POSITION DESCRIPTION

Information Management Officer

POSITION TITLE	Information Management Officer	POSITION CODE	Various
DIRECTORATE	Shire Connections	SECTION	Digital Innovations, Information and Technology
REPORTS TO	GIS and Information Management Coordinator	GRADE	E
DATE PD APPROVED	May 2010	LOCATION	Picton
DATE PD REVIEWED	August 2026	DIRECT REPORTS	Nil

COUNCIL OVERVIEW

Working at Wollondilly Shire Council, you will help to achieve our organisational vision, *Making Wollondilly even better, together*. All of our staff live and role model our Corporate Values of Accountability, Agility, Service Excellence, Integrity and Collaboration.

PRIMARY PURPOSE OF THE POSITION

The purpose of this role is to provide efficient and effective Data and Information Management services to the Council and facilitate Council's corporate information flow.

KEY ACCOUNTABILITIES

- Manage Council's corporate EDRMS and legacy information stores.
- Manage Council's physical and electronic records, as required by legislation, Council policies and State Records NSW policies and standards.
- Process incoming correspondence including, but not limited to, registering into Council's EDRMS and distributing to Council staff.
- Manage Council's open data commitments under relevant legislation.
- Undertake information management and recordkeeping functions and activities by maintaining a comprehensive knowledge of Council's recordkeeping systems and relevant legislation, standards and policies.
- Provide support, training and advice to staff in using Council's EDRMS.
- Process Informal Access to Information applications.
- Process Formal Access to Information applications.
- Maintain high quality information in Council's EDRMS.
- Perform administrative processes associated with the management of the Land Information System (LIS).
- Complete property addressing and its components in accordance with Australian/New Zealand standards.
- Additional duties as required within the limits of the employee's skill, competence and training.

KEY CHALLENGES AND COMPLEXITIES

1. To develop and maintain a working knowledge of all of the different systems, practices and procedures used throughout Council's operations including Council's recordkeeping system.
2. To provide timely, accurate advice to customers.
3. To work with a variety of different stakeholders to achieve project timelines and balance competing work demands and time pressures
4. Keeping abreast of technology and legislative changes and applying to Councils' recordkeeping systems.

KEY RELATIONSHIPS

WOLLONDILLY SHIRE COUNCIL VISION:

MAKING Wollondilly EVEN BETTER TOGETHER

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INTERNAL INFLUENCE?

Employees, Supervisors,
Managers, Directors

WHY?

Works with staff to generate options that address the main needs and concerns of all parties. Regularly required to collaborate and coordinate with others to complete work.

EXTERNAL INFLUENCE?

Customers

WHY?

Direct external influence is limited as most tasks are internally focused.

AUTONOMY AND DECISION MAKING

The role requires the employee to make decisions in accordance with Protocols and Procedures and provides professional services to assist in the completion of assignments and projects. Work is likely to involve some elements of complexity however, unusual situations are typically referred to the supervisor. Decisions are made within the scope of Council's policies as delegated from time to time by the Chief Executive Officer. Please see delegations list for full description of authority.

CODE OF CONDUCT, POLICIES, PROTOCOLS AND PROCEDURES

Employees are to adhere to Council's Code of Conduct, policies, protocols and procedures at all times.

FRAUD AND CORRUPTION PREVENTION

Council has a zero tolerance towards fraud, corruption or any behaviour that may bring Council into disrepute with the community. All Council has employees have a responsibility to identify, prevent and report fraud, corruption and behaviour that may bring Council into disrepute.

RISK RESPONSIBILITIES

Employees have a day to day responsibility to identify, analyse, evaluate and treat all risks that relate to their role and Council.

CAPABILITIES FOR THE POSITION

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: 'how we do things around here'. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the fill 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.

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Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Intermediate
	Display Resilience and Adaptability	Adept
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	Deliver Results	Intermediate
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

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 at satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	- Maintains confidentiality of customer and organisational information - Is open, honest and consistent in words and behaviour - Takes steps to clarify ethical issues and seeks advice when unsure what to do - Helps others to understand their obligations to follow the code of conduct, legislation and policies - Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest

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Group and Capability	Level	Behavioural Indicators
Relationships Work Collaboratively	Foundational	- Keeps team and supervisor informed of what he/she is working on - Shares knowledge and information with team members and other staff - Offers to help colleagues and takes on additional tasks when workloads are high - Is aware of the wellbeing of co-workers and provides support as appropriate - Is open to input from people with different experiences, perspectives and beliefs
Results Plan and Prioritise	Foundational	- Understands team objectives and own contribution - Plans and organises own work tasks - Asks when unsure about the relative priority of allocated tasks - Manages time appropriately and re-prioritises as required - Identifies and informs supervisor of issues that may impact on completion of tasks

SELECTION CRITERIA INHERENT REQUIREMENTS

Essential Experience

- A minimum of two (2) years relevant work experience in a records/information management environment.
- Demonstrated knowledge and experience in maintaining records using an electronic document and records management system.
- Demonstrated understanding of the *State Records Act 1998* and the relevant retention and disposal authorities applicable to Local Government.
- Demonstrated understanding of the *Government Information (Public Access) Act 2009* and the *Privacy and Personal Information Protection Act 1998*.
- Work collaboratively within a team and support and possibly improve teamwork amongst the team.
- Ability to provide professional advice and services to customers on matters which are typically straightforward or routine, but from time to time may involve some complexity.
- Ability to plan and prioritise, think and solve problems on a day to day basis.
- Ability to analyse situations having some complexity using judgement to select from procedural alternatives and achieve performance objectives with minimum supervision.

DESIRABLE REQUIREMENTS

- Tertiary Qualification in Records/Information Management or relevant field.
- Experience in street addressing.
- Experience in reading plans.
- Understanding and use of Microsoft applications such as Word, Outlook and Excel.

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ACCEPTANCE OF POSITION

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position. I understand this position description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.

Signature:

Date:

PHYSICAL TASK REQUIREMENTS

Physical Demands – General

- Data Entry – tasks involve the use of hands and arms to enter data on a computer with the use of a keyboard and/or mouse.
- Writing – tasks require written correspondence to be done.
- Verbal communication – tasks involve constant verbal communication with others face to face and via telephone.
- Driving – tasks involve operating a manual or automatic vehicle or item of plant
- Sitting – tasks involve the prolonged periods in a seated position.
- Standing – tasks involve prolonged periods of standing
- Walking – tasks involve walking on uneven, slippery or sloping surfaces
- Colour Perception – tasks require you to be able to differentiate between colours.

Physical Demands – Manual Handling

- Bending/Twisting – tasks involve forward or backward bending or twisting at the waist.
- Reaching – tasks involve reaching with arms raised above shoulder height or forward reaching with arms extended
- Kneeling/Squatting – tasks involve the need to bend down in order to work at lower levels
- Light lifting/carrying – tasks involve raising, lowering, pushing, pulling, striking or moving objects away from or towards the body or the use of tools, equipment or the moving of materials:
 - Light 0-9kg

Working Environment

- Working indoors – tasks involve exposure to air conditioning and non-air conditioned work spaces.

Psychological Demands

- Information ordering – tasks involve arranging things in a certain order.
- Language skills – tasks involve the ability to read, analyse & interpret reports, correspondence, forms, technical drawings, legislation and policies.
- Making Decisions – tasks involve making decisions and operating under short time frames and/or deadlines.
- Mathematical Deduction – tasks involve the ability to calculate figures and amounts and to apply mathematical concepts to practical solutions
- Dealing with the public – tasks involve regular contact with the public using tact and diplomacy.

WORK HEALTH AND SAFETY

Employees – must cooperate with the employer to ensure the provision of a safe and healthy place of work.

Responsibilities

- To comply with all reasonable direction given to them by their immediate Supervisor.
- To follow and comply with the direction contained in documented WHS procedures, Safe Work Method Statements or Risk Assessments.
- To perform their duties in a safe manner, and to take reasonable care for the safety of others at work.
- Ensure that all incidents and near misses are reported to their immediate Supervisor.
- To use and maintain all safety equipment and personnel protective equipment (PPE) where directed by the Supervisor or signage.
- To be proactive in the identification of potential hazards that may be present in the workplace.

WHS PHYSICAL TASK REQUIREMENTS

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Accountability

- Employees will be held accountable for failing to comply with the Work Health and Safety responsibilities listed above.

Authorities

- Employees will have the authority to control any Work Health and Safety issue pertaining to their work activities at their place of work and/or to cease work when there is a genuine concern of risk to their own safety or that of others in the workplace.
- Where the ability to control a Work Health and Safety issue beyond, or progresses beyond an employee's authority, the issue is to be escalated to the next appropriate level of management.

ACCEPTANCE OF WHS REQUIREMENTS

I have read and understand the contents of WHS Physical Tasks and Requirements for my role and agree to work in accordance with the requirements of the position.

Signature:

Date: