POSITION DESCRIPTION

POSITION TITLE:	Information & Records Administration Officer
AWARD/ CLASSIFICATION:	Local Government (State) Award 2026 / Band 2 Level 2
DEPARTMENT / DIRECTORATE:	ICT / Corporate and Community
PRIMARY LOCATION:	Presence required in multiple locations within the MRC region.

POSITION OBJECTIVES

The objectives of this role are to manage the information & records management system and ensure prompt and accurate retrieval of processed information, provide assistance to staff in using the records system for their filing and other records work as required.

KEY RESPONSIBILITIES

At MRC, responsibility focuses on defined roles and processes that must be in place to achieve a accountability.

- Process Councils incoming mail - both hardcopy and electronic.
- Provide Help Desk support to Councils electronic document management system (EDMS) users.
- Manage Councils Legal Document system to ensure efficient retrieval as required.
- Prepare training materials and other records management information for new and existing employees.
- Prepare and conduct training for new starters as well as refresher training for existing users - both individually and in groups as requested.
- Assist with Records Management System maintenance & administrator tasks (data cleansing, location maintenance, reporting, archiving & disposal)
- Identify, recommend and assist in implementing improvements to Information & Records Management processes and systems.
- Comply with and manage the Information & Records Management Business Rules.
- Provide support and back up to Records Coordinator duties.
- Contributes and participates in annual performance reviews and discussions.
- Ability to participate in performance discussions and willing to give and receive constructive feedback.

The incumbent can expect to be allocated duties not specifically mentioned in the documents, but within the capacity, qualification and experience normally expected from persons occupying positions at this classification and the Local Government (State) Award 2026.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Records Coordinator
Direct Reports:	N/A

Internal Liaisons: All Staff, ELT & MRC Leadership Team, ICT Team

External Liaisons: Customers

KEY ACCOUNTABILITIES

Accountabilities align to the key services council must provide both internally and externally.
At MRC we have defined the accountabilities for each area into S, B, P & O Accountabilities.

S – Strategic Accountability Holder. Strategy, Concept, Direction

B – Business Manager Accountability Holder. Development, Planning and Business Management

P – Projects Accountability Holder. Projects, Implementation with Fixed Start/End Date

O – Operationalising Accountability Holder. Doing, Delivery, Finalisation, Ongoing.

SBPO	*Accountability*	*SBPO*	*Accountability*	*SBPO*	*Accountability*
O	Collection, Record Management & Distribution of MRC Incoming Mail	O	Legal Documents Register	O	Internal Forms & Letterhead Version Control

JUDGEMENT AND DECISION MAKING

- Make decisions based on knowledge of department goals and objectives.
- Use previously acquired experience and knowledge to solve problems.
- Guidance and advice would usually be available within the time required to make a decision.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to use technology, and follow relevant policies, procedures, processes, regulations, and precedents relevant to the unit.
- Well-developed organisational skills with the ability and willingness to adapt within a team environment of fluctuating workloads and changing priorities in order to meet operational outcomes.
- Experience in Microsoft Office 365 including Outlook, Word, Excel and willingness to learn additional programs as required.
- Ability to work independently with minimal supervision, whilst managing tasks and priorities. Demonstrated problem solving and decision-making skills.
- Thorough understanding of and adherence to Workplace Health and Safety and Industrial Relations legislation.

MANAGEMENT SKILLS

- Effective time management and prioritisation skills with the ability to balance competing workloads and deliver within deadlines.
- Knowledge of personnel policies and practices.

INTERPERSONAL SKILLS

- Outstanding written and verbal communication skills, including the ability to communicate, negotiate and resolve conflict with a wide range of stakeholders; and establish and maintain effective professional relationships with internal customers across all levels of Council.
- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required.
- Ability to establish rapport and to contribute to a pro-active work culture.
- Preparation of external correspondence.
- Ability to maintain a high level of professionalism, integrity, and confidentiality at all times.

WORK HEALTH AND SAFETY

- Follow Council's WHS policies and procedures as instructed.
- Ensure their actions do not adversely affect the health and safety of themselves or any other person.
- Report all WHS hazards and incidents to their supervisor as soon as possible.
- Participate in all required WHS training.
- Follow all reasonable directions from supervisors, managers and others in regard to safety.

QUALIFICATIONS AND EXPERIENCE

Mandatory

- Certificate III Local Government Administration or Business Administration or similar (Willing to undertake)
- Previous experience in electronic record keeping or proven capacity to learn new software systems.
- Good attention to detail and ability to track paperwork.
- Proven customer service experience.
- A demonstrated understanding of maintaining confidentiality.
- Sound written and verbal communication skills, including the ability to communicate with a wide range of stakeholders; and establish and maintain effective professional relationships with internal customers across all levels of Council.
- Demonstrated experience in Microsoft Office 365 including Outlook, Word, Excel and willingness to learn additional programs as require.
- Current Driver's Licence
- National Police Check
- Pre-employment Medical

Desirable

- Certificate III in Record Keeping (or willing to undertake).
- Well-developed organisational skills with the ability and willingness to adapt within a team environment of fluctuating workloads and changing priorities to meet operational outcomes.

KEY SELECTION CRITERIA

1. Demonstrated problem solving and decision-making skills
2. Outstanding written and verbal communication skills, including the ability to communicate, negotiate and resolve conflict with a wide range of stakeholders; and establish and maintain effective professional relationships with internal customers across all levels of Council
3. Well-developed organisational skills with the ability and willingness to adapt within a team environment of fluctuating workloads and changing priorities in order to meet operational outcomes
4. Demonstrated effective time management and prioritisation skills with the ability to balance competing workloads and deliver within deadlines
5. Ability to deliver training in records management to staff and team members

Council vision and values

Murray River Council's vision is to enable a healthy, liveable and prosperous community.

Our mission is to work with each of our unique communities to foster economic growth and prosperity, support community health and wellbeing, and protect and enhance our environment.

While planning effectively for the future to ensure appropriate infrastructure and services that will support quality lifestyles and provide recreational opportunities for our Murray River community (for all ages).

We have five core values that drive us and our behaviours.

Murray River Council values and behaviours

RESPECT	ACCOUNTABILITY	INTEGRITY	SUSTAINABILITY	EXCELLENCE
Building trust to foster positive relationships that create an inclusive and supportive workplace and community.	Taking responsibility for decisions and actions and being transparent about processes and outcomes.	Acting honestly and ethically in all council activities.	We promote sustainability by committing to practices that support the long-term health of the environment, economy and society.	We demonstrate excellence by committing to high standards in the delivery of all our services.

Organisational Expectations

As a member of the Murray River Council Team, we expect you to respect and undertake the following activities:

Vision, Mission, Values	• Abide by and actively live Council's Vision, Mission and Values.
Dignity & Respect	• Treat everyone in the workplace and community the way you would like to be treated, with kindness and courtesy. Ensure this is a part of every interaction you have.
Work, Health & Safety	• Adhere to relevant Work, Health & Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan.
Risk Management	• Read, understand and comply with conditions as set out in the Risk Management Policy and undertaken all relevant risk management training.
Records Management	• Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at Murray River Council in the Corporate Record Management system.
Customer Service & Communication	• Ensure a high level of customer service through effective and efficient use of equipment. • Liaise with internal and external service providers and always represent Council in a positive and professional manner. • Commitment to meeting the needs of the customers (internal or external).
Code of Conduct & EEO	• Encourage and promote behaviours consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment.
Teamwork	• Treat all colleagues professionally and respectfully at all times. • Support other Department activities as required by Murray River Council's Delivery Plan.
Report writing	• Contribute to, complete or update Monthly Operational Reporting (MOR) as required. • Contribute to additional reporting as required.

Employee Declaration

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 that this position description may change with organisational requirements and the responsibilities and accountabilities outlined in the position description may vary from time to time.

INCUMBENT: .....

Signature & Date

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Print Name