

POSITION: RECORDS AND INFORMATION MANAGEMENT OFFICER

REPORTS TO: TEAM LEADER INFORMATION SERVICES

ACCOUNTABLE TO: MANAGER, ENTERPRISE ARCHITECTURE

GROUP: CUSTOMER AND DIGITAL SERVICES

DATE REVISED: NOVEMBER 2024

ROLE CHARTER

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

OUR GUIDING PRINCIPLES ARE:



MAKE THINGS EASY

Do the hard work to make things intuitive for me.



BE WELCOMING

Care for me as a person, not a task or a number.



BE OPEN MINDED

Listen to me and work with me to find solutions.



LOOK OUT FOR ME

Thoughtfully anticipate what will make my days go smoother.



KEEP YOUR PROMISES

Follow through on your commitments to me.

PRIMARY PURPOSE

To deliver efficient and compliant information management services to the organisation including the management of the corporate records system, quality assurance of data, administration of 'Access to Information' applications, and ongoing process review and improvement.

CORE ACCOUNTABILITIES

1. Coordinate, provide advice and monitor compliance with the release of Council information in accordance with the Government Information (Public Access) Act 2009 (GIPA Act), regulatory guidance, and policy.
2. Coordinate, provide advice, prepare responses, process, and maintain a record of Council's Access to Information (GIPA) applications, in accordance with timelines, legislative and regulatory requirements, policy and procedure.

3. Provide advice and monitor compliance with the requirements of the Privacy and Personal Information Protection Act 1998, (PPIP Act), other privacy laws, regulatory guidance, and policy.
4. Prepare internal and external reporting on GIPA data.
5. Regularly review policies, processes, and systems for access to Council information, and privacy, and make recommendations to ensure continuous improvement and efficiency.
6. Undertake records management practices in accordance with Council policy, including sentencing, archiving and destruction of records; undertake quality assurance of records within Records Management Repository; compliance with legislation, regulatory guidance, and policy.
7. Provide training and advice to new and existing staff on Records and document Management, including Council's record management system.
8. Maintain Council's Disclosures Log and arrange for publication on Council's website.
9. Provide support and assistance to the information management team on day-to-day work (excluding cemetery administration) and special projects.
10. Undertake any other duties, projects or tasks as directed which are within the employee's skills, competence, and training.

ESSENTIAL CRITERIA

1. Certificate III in Business Administration or related discipline and/or equivalent industry experience coupled with relevant education/training.
2. Contemporary industry knowledge and demonstrated experience in interpreting and administering public access to information and privacy legislation and regulation, preferably within a local government environment.
3. Formal GIPA training certification, a strong understanding of the Government Information (Public Access) Act 2009, and proven experience in managing GIPA requests, with demonstratable analytical skills, uphold confidentiality, and excellent communication abilities to guide internal stakeholders on GIPA compliance.
4. Demonstrated knowledge of the NSW State Records Act 1998, record keeping standards (including external reporting requirements) and best practices along with demonstrated experienced in using and optimising Information and Records Management systems.
5. Knowledge of the Privacy and Personal Information Protection Act 1998 (PPIP Act), including experience in responding to GIPA requests.
6. Ability to effectively prioritise tasks, meet deadlines with a proven ability to plan with a proactive approach to continuous improvement.
7. Strong customer service and interpersonal, analytical, problem solving and conflict resolution skills and the ability to effectively communicate at all levels in the organisation.



DESIRABLE CRITERIA

1. Graduate Diploma in Records/ Information Management and Archives.

Date:

Agreed:

Employee Name

Employee signature

