



CITY OF ALBANY POSITION DESCRIPTION INFORMATION MANAGEMENT COORDINATOR

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Information Management Coordinator	<pre>graph TD; ED[Executive Director Corporate & Commercial Services] --> M[Manager IT]; M --> IMC[Information Management Coordinator];</pre>
LEVEL: Level 6, City of Albany Industrial Agreement 2023	
DIRECTORATE: Corporate & Commercial Services	
REPORTS TO: Manager - IT	
RESPONSIBLE FOR: Records Officers and Records Officer Assistant	

3. POSITION OBJECTIVE

Develop and implement information management policies and procedures that align with the organisations objectives and record keeping legislative requirements. Lead the Information Management Team and champion information management across the organisation. Ensure the provision of effective, efficient and reliable record keeping services that complies with the organisations policies and procedures and associated legislation.

4. KEY RESPONSIBILITIES

Leadership and Management

- Provide leadership, advice and direction to employees responsible for information management and record keeping across the organisation.
- Contribute advice, guidance and assistance in the development, planning, implementation and evaluation of strategic directions for information management.
- Provide continued support and guidance across the organisation to promote and develop information management and record keeping awareness and skills.
- Conduct reviews and goal setting for employees within the Information Management team and ensure that every possibility is made available for goals to be attained.
- Mentor and develop staff on legislative requirements, city objectives, policies and procedures.
- Foster a positive work culture that encourages collaboration, innovation, and development.

Legislative

- Ensure the provision of effective, efficient and reliable information management and record keeping services that fully comply with the organisations policies and procedures, and relevant legislation.
- Contribute to the development, documentation, implementation and ongoing monitoring and maintenance of policies and procedures for information management and record keeping.

General/Administration

- Coordinate the proficient and accurate data entry of record information into the organisation's records management system.
- Manage archival storage, transfer of records to State Archives, and regular records destruction program, in accordance with relevant standards and approved destruction schedules.
- Co-ordinate the implementation of records retention schedules for the organisation and arrange the disposal of records as per these schedules.
- Coordinate and conduct induction training for records and information management for all new employees.
- Undertake daily record keeping tasks when required when Records Officers are on leave or absent.
- Coordinate the deposit and recall of City records to offsite storage facility.
- Manage the City of Albany's courier service to external business units.

Interpersonal Skills/Customer Service

- Demonstrate excellence in customer service by setting a positive example and consistently delivering exceptional service to both internal and external customers.
- Contribute to the goals of the team to provide client focused, cost effective and continually improving levels of service.
- Coordinate, develop and provide training, advice and assistance to all employees to promote record keeping principles and best practice and improve the management of corporate information and records.

Security

- Ensure security is in place to provide appropriate access to Council's electronic and hard copy official records.

Work Health and Safety

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

- Provide appropriate instruction, information, training and supervision to staff and others to enable work to be carried out safely.
- Facilitate and encourage feedback from the team regarding WH&S issues.

5. REQUIREMENTS OF THE JOB

Skills

- Highly developed communications and people management skills, including:
 - Written: policies and guidelines;
 - Interpersonal: consult, partner, negotiate and interact effectively at all levels; and
 - People management: lead, motivate, coach and work as an active team participant.
- Well-developed customer service skills.
- Strong organisational, time management and customer service skills.
- Extensive information technology skills.
- Demonstrated behaviour consistent with corporate values and behaviours.

Knowledge

- Comprehensive administrative knowledge of a relevant records management system.
- Comprehensive knowledge and understanding of the application of standards and legislation relating to local government record keeping including: State Records Act, 2000; Freedom of Information Act or a demonstrated capacity to interpret and apply to processes and operations.
- Strong understanding of electronic information management systems and their applications.

Experience and Qualifications

- Minimum Certificate IV in Business (Records and Information Management), or a similar qualification, or equivalent relevant experience.
- Proven experience in delivering high-quality customer service.
- At least 3 years experience in information or records management.
- Previous experience managing and leading a team.
- Demonstrated experience in dealing with confidential issues and documents.
- “C” Class Driver’s Licence.
- National Police Clearance.
- Accredited FOI Officer (desirable).

6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: _____
(Please print)

DATE: _____

WITNESS NAME: _____ SIGNATURE: _____
(Manager or above) (Please print)

DATE: _____