



CITY OF ALBANY POSITION DESCRIPTION INFORMATION MANAGEMENT OFFICER

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 Officer	<pre>graph TD; A[Manager IT] --> B[Information Management Coordinator]; B --> C[Information Management Officer];</pre>
LEVEL: Level4, City of Albany Industrial Agreement 2023	
DIRECTORATE: Corporate and Commercial Services	
REPORTS TO: Information Management Coordinator RESPONSIBLE FOR: Nil	

3. POSITION OBJECTIVE

The Information Management Officer is responsible for the systematic organisation, storage, retrieval, and utilisation of information within the City of Albany. This role involves applying processes, strategies, and technologies to effectively manage information. Ensuring information is accurate, secure, and accessible to the right people when needed, supporting informed decision-making and operational efficiency across the organisation.

4. KEY RESPONSIBILITIES

Information Management

- Provide regular guidance, training, and ongoing support to teams in the use of records and information management systems.
- Promote consistent, compliant, and efficient information management practices across the organisation.
- Collaborate with departments to integrate separate business systems throughout the City.
- Conduct regular audits to identify risks and inefficiencies and recommend improvements to ensure information is accurately captured and clearly presented.
- Lead or contribute to projects involving system upgrades, data migration, and policy and procedure updates.
- Evaluate existing systems across the City and recommend improvements or new tools that strengthen data review processes and business objectives.
- Implement strategies to improve and standardise the quality, consistency, and usability of digital content.

Records Management

- Maintain physical and digital records in line with policy and legal requirements.
- Administer the Electronic Document Management System (EDMS), ensuring compliance with metadata standards.
- Assist with the development and application of retention and disposal schedules.
- Ensure the integrity, security, and accuracy of information throughout its lifecycle.

Legislative

- Ensure information management practices comply with relevant laws, regulations, and standards, including privacy, data protection, and records retention requirements.
- Monitor access controls and support confidentiality, integrity, and availability of information.

Interpersonal Skills/Customer Service

- Deliver high-quality support and services to internal stakeholders.
- Build effective working relationships across departments to understand and meet information needs.
- Provide high-quality support to customers and help foster a culture of service excellence.

Occupational 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 OH&S 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.

5. REQUIREMENTS OF THE JOB

Skills

- Strong interpersonal skills with the ability to work collaboratively across teams.
- Ability to analyse information management practices to identify gaps, inefficiencies, and areas for improvement.
- Ability to implement information management practice, processes and technologies across teams
- Organisational and time management skills with the ability to prioritise tasks across various stages of the information lifecycle.
- Excellent written and verbal communication skills, particularly in providing staff training.

Knowledge

- Knowledge and experience in team training and information management.
- An understanding of the workings of local government is desirable.
- Developed knowledge of records management concepts and processes.

Experience and Qualifications

- Demonstrated experience with training and coaching staff
- Demonstrated ability to effectively liaise with internal and external stakeholders
- National Police Clearance
- Willingness to undertake further training and professional development opportunities in records management qualifications.

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: _____