



CITY OF ALBANY POSITION DESCRIPTION RECORDS 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: Records Officer	<pre>graph TD; A[Manager IT] --> B[Information Management Coordinator]; B --> C[Records Officer];</pre>
LEVEL: Level 3, City of Albany Industrial Agreement 2023	
DIRECTORATE: Corporate and Commercial Services	
REPORTS TO: Information Management Coordinator RESPONSIBLE FOR: Nil	

3. POSITION OBJECTIVE

This position is responsible for working in a support role within the Records Team, reporting directly to the Information Management Coordinator, to maintain the City's records management system, including daily mail registration, filing, internal customer service, special projects and retention and disposal of records.

4. KEY RESPONSIBILITIES

Records Management

- Maintain the central records service and archival unit, including but not limited to daily mail registration including emails, archiving records and files.
- Provide outstanding internal customer service including retrieving and loaning files, and assistance to staff who require guidance with using the record keeping system.
- Participate in records management project work as directed.
- Ability to identify and suggest improvements in the recording, storage, management and retrieval of information.
- Provide appropriate training and support for users of the records management system.
- Interpret and catalogue the City's vital and archival records and assist in the implementation of a retention and disposal programme in accordance with the Local Government General Disposal Schedule.
- Assist in the development and implementation of records management procedures and policies.
- Create and monitor the file register and retrieval of information requested by City staff and conduct a twice yearly internal audit of loaned files.

Administrative

- Provide skilled support to the Information Management Coordinator and Records Team to enable smooth day to day running of Records processes.
- Contribute to a functional and coordinated team environment.

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

- Well-developed time management and organisation skills.
- Highly developed written and verbal communication skills.
- Sound computer skills with developed knowledge of the Microsoft Office suite (especially Word, Excel and Outlook).
- Ability to train internal users of the City's records management system.
- Ability to work collaboratively within a small team environment.
- Strong customer service focus and commitment.
- Previous practical experience in an electronic records management environment is desirable.

Knowledge

- Knowledge and experience in the application of records management practices including an understanding of computerised records management systems.
- An understanding of the workings of local government is desirable.
- Developed knowledge of records management concepts and processes.

Experience and Qualifications

- Demonstrated previous experience using the SynergySoft Central Records program is desirable, however, demonstrated experience with other digital records management systems will be highly regarded.
- Demonstrated experience using electronic scanning equipment/programs, photocopier and binding machine.
- Demonstrated experience with identifying archivable records, and correct storage and handling methods.
- National Police Clearance
- Desire 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: _____