

POSITION DESCRIPTION

Position Title:	Records Officer
Position Number:	10828
Directorate:	Corporate and Commercial Services
Reports to:	Records Management Coordinator
Supervises:	Nil
Department:	Information Services
Agreement:	City of Karratha Enterprise Agreement 2023
Classification:	Level 3

1. POSITION OVERVIEW

The Records Officer is responsible for maintaining and providing a records management service to meet the needs of the organisation. They shall provide support to the Records Management Coordinator in undertaking Council's records management activities in accordance with Council's records management policies, practices and recordkeeping requirements as determined through records management legislation and standards.

1.1 Position Objectives

- Ensure the provision of effective, efficient and reliable Records services that fully complies with the City of Karratha's Recordkeeping Plan and the State Records Act 2000, and legislative requirement for release of information.
- Provide support to the records management team in the servicing of organisational needs.

2. DUTIES & RESPONSIBILITIES

2.1 Records Management

- Ensure that records are kept and managed in accordance with relevant legislation (State Records Act 2000, Freedom of Information Act 1992, privacy and confidentiality legislation, Digitisation Technical Specifications) and organisational policies.
- Assists with reviewing and recommending improvements to records policies and procedures.
- Daily processing and registration of correspondence including mail, emails and other documents in varying forms into the City's Electronic Document and Records management System (EDRMS).
- Distribute mail in accordance with Council procedure in an accurate, ethical and confidential manner.
- Maintain Records Management indexes and registers.
- Maintain accurate records using Council's electronic records management systems.
- Maintain an accurate filing system including a register of loaned out items.
- Undertake research and the collation of physical and electronic documents as required for processing Freedom of Information applications and other information requests.
- Assist with management of the records archive system ensuring ease of archive retrieval.
- Attend the Records Management helpdesk, providing advice and guidance on records related enquiries and requests to staff across the organisation.

- In consultation with the Executive Assistants from each directorate, ensure that a robust and reliable process exists for the timely distribution of inwards and outwards mail and correspondence.
- Assist with the sentencing, archiving and disposal of records in accordance with the General Disposal Authority of Local Government records.
- Assist with collating Records Management statistics for monthly reporting requirements.
- Assist in conducting audits of records captured in the City's EDRMS
- Assist with the configuration and maintenance of changes to the City's EDRMS, including system testing and data validation.
- Assist with EDRMS access management – allocation of security to documents, files and users (security groups).

2.2 Tenders

- Assist, as required, in the tender opening and registration process in accordance with the Local Government Act (Functions and General) Regulations 1996.

2.3 General

- Maintain confidentiality at all times.
- Carry out inductions and training programs for new and current employees to boost understanding amongst employees of the City's EDRMS
- Provide backup support and relief when the Records Management Coordinator is unavailable.
- Carry out any other duties consistent with the level of this position and the principles of broad banding.

2.4 Occupational Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.
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3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under general supervision of the Records Management Coordinator and Manager Information Technology
- Works in accordance with approved Council's policies, procedures and guidelines
- Contribute to the development of records management policies, procedures and operational guidelines.
- Contribute towards effective and efficient records practices and services.

3.2 Judgement and Problem Solving

- Ability to problem solve with solutions found in established processes and procedures.

- Well-developed initiative with high level analytical, problem solving and proven relationship building skills.
- Contribute to the development and implementation of the Records Management business operational plans.
- Assist with the review of existing business processes and take the lead in the development and implementation of new and refined processes that effects continuous improvement to records.

3.3 Specialist Knowledge and Skills

- Knowledge of Local Government legislative obligations including the State Records Act 2000 and General Disposal Authority for Local Government Records.
- Provide proficient and accurate data entry of records information into Councils records systems daily and assist in the auditing of corporate records.
- Provision of responsive and quality customer service to Councillors and staff relating to records management matters and enquires.
- Responsible for the development, implementation and review of the Recordkeeping Plan.
- Undertake records management activities including open, capture, register, distribute, index, file, retrieve, dispose and provision physical and electronic mail and documents.
- Contribute towards continuous process improvement.

3.4 Inter Personal Skills

- Developed numeracy, written and verbal communications skills relevant to the work area
- Ability to manage time effective to ensure duties are carried out to the required standard.
- Demonstrated customer service skills.
- High level of attention to detail, accuracy and confidentiality.

3.5 Qualifications and Experience

- Records / Information Management tertiary qualifications or working towards attaining further qualifications in records/information management, desirable.
- At least two years contemporary professional records experience.
- Current C class driver's licence.
- National (or Federal) Police Certificate (no more than 6 months old).