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| <b>Position Title:</b>                     | <b>Records Officer</b>  |
| <b>Award/Agreement:</b>                    | <b>TOC Enterprise Agreement 2021</b> (and any subsequent agreement) |
| <b>Classification level:</b>               | <b>Level 7</b>  |
| <b>Directly reports to:</b>                | <b>Manager Governance and Records</b>                               |
| <b>Positions under Direct Supervision:</b> | <b>Nil</b>  |

### Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km<sup>2</sup>. The Town has a population of approximately 10,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

### Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

### Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

### Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

## OBJECTIVE OF THIS POSITION

This position is responsible for providing a high standard of records management for the Town.

### Objective 1: Records Management

- Maintain the Electronic Document and Records Management System (**EDRMS**), including but not limited to security of information, locations, metadata and retention.
- Sentence records and document destruction boxes.
- Create Retention and Disposal Schedules for approval.
- Prepare records for archiving and offsite storage.
- Maintain vital records (including maintaining an organised and itemised fire-proof cabinet) in conjunction with business units.
- Provide inductions, assistance, support and ongoing training to Town employees with regards to records processes and the use of the EDRMS to ensure processes are being followed.
- Prepare Town recordkeeping plan, record keeping procedures and policies.
- Monitor employee compliance with the record keeping plan and digitisation processes.
- Ensure the compactus and records area is organised, clean and tidy at all times.
- Respond to Freedom of Information requests by gathering, collating and redacting records and preparing correspondence
- Implementation and maintenance of DataScape and EDRMS integration for records management.
- Assist with requests to access CCTV footage.
- Prepare, review and update templates, work procedures, policies and guidelines.
- Prepare information for inclusion in strategic documents such as annual report.
- Assist the Manager with implementation of the Privacy and Responsible Information Sharing legislation.
- Providing specialist records management advice.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

### Objective 2: Occupational Health & Safety (For all Staff)

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

### Objective 3: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of

the classification level and skill base of the employee.

#### **Objective 4: Continuous Improvement (All Staff)**

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

### **SELECTION CRITERIA**

#### **Essential**

- Knowledge of the *State Records Act 2000* and familiarity with the functions of the State Records Office.
- Experience using Electronic Document and Records Management Systems (EDRMS). Full understanding of indexing, application of Keyword for Councils and Activity file classification principles and practices in line with the State Records Office Disposal Authorities, Standards and Guidelines.
- Excellent organisation skills and attention to detail.

#### **Desirable**

- Knowledge of the *Freedom of Information Act 1992*.
- Experience preparing a record keeping plan.
- Previous experience training staff, ideally in relation to record keeping. Ability to engage staff.
- Experience with Content Manager.
- Experience utilising a Customer Request Management System (CRMS).
- Understanding of or previous experience in a similar role within Local Government.

### **REQUIREMENTS**

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position) or completion of a medical questionnaire.
- Complete a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

### **PROBATION**

Unless otherwise stated in a Letter of Offer, this position is subject to a 6 month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

**Signatures**

**Chief Executive Officer Approval**

Signature

Date

**Employee**

Signature

Date