

## CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

<b>POSITION TITLE:</b> Information Management Officer	<b>DIRECTORATE:</b> Corporate Strategy & Performance	<b>DATE:</b> June 2018
<b>REPORTS TO:</b> Team Leader Information Management	<b>SERVICE UNIT:</b> Customer & Information Services	<b>LEVEL:</b> 4
<b>POSITION NUMBER:</b> CS33009 + multiple	<b>SUB UNIT:</b> Customer Relations Centre	<b>ROLE FOCUS:</b> Service
<b>ROLE BALANCE:</b> (People/Scheduling/Technical) 10/10/80	<b>JOB FAMILY:</b>	<b>ANZSCO CODE:</b>

### ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

### DIRECTORATE CONTEXT

The **Corporate Strategy & Performance Directorate** addresses the full range of functions dealing with 'running the organisation'. This includes a coordinated approach to corporate planning, monitoring and reporting, whilst ensuring business processes and systems are effectively supported, reviewed and enhanced, and will facilitate continuous improvement, maintain high corporate standards and deliver long term financial sustainability.

### POSITION CONTEXT

Under regular supervision of the Team Leader Information Management, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures, methods and guidelines to undertake activities where the actions and steps are non-discretionary to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including vendors and suppliers; members of the public; and City Leaders and employees.

A challenging aspect of the role is undertaking accurate and consistent work and customer service within a dynamic environment that includes technological changes, regular interruptions and competing priorities, whilst ensuring the efficient and effective use of records management across the organisation

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

**FUNCTIONAL ACCOUNTABILITY**

Provide an information management service to support efficient access, movement and updating of the City’s records, ensuring that service delivery is timely, effective and efficient and meets both customer needs and corporate standards.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

**KEY ACCOUNTABILITIES**

<b>KEY RESULTS AREAS</b>	<b>OUTCOMES</b>
Collaboration & Teamwork	<ul style="list-style-type: none"> <li>• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.</li> <li>• Thinks critically and actively collaborates with colleagues and Leaders.</li> <li>• Contributes to the development of business improvement initiatives.</li> </ul>
Customers & Stakeholders	<ul style="list-style-type: none"> <li>• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.</li> <li>• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.</li> <li>• Responds to a wide range of customer enquiries and requests for assistance or training in the use and management of the Electronic Document and Records Management System (EDRMS), ensuring that customer interactions are positive, courteous, and effective.</li> </ul>
Efficient & Effective Delivery	<ul style="list-style-type: none"> <li>• Provides accurate and timely information management services, including processing, recording and distributing incoming and outgoing correspondence, in accordance with established policies, processes and procedures, ensuring accurate and high quality service within agreed timescales.</li> <li>• Undertakes quality checks and audit of existing records, ensuring that titling adheres to the City’s naming convention procedure.</li> <li>• Assists with the administration of Freedom of Information requests as directed by the Team Leader in accordance with relevant policies, procedures and legislation within prescribed timelines.</li> <li>• Provides EDRMS administrative support to ensure alignment with the City’s Business Classification Scheme.</li> <li>• Assists with EDRMS file creations and security access to ensure alignment with the City’s Business Classification Scheme.</li> <li>• Assists with the archival administration in accordance with City’s policies, processes and procedures.</li> <li>• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.</li> <li>• Proposes innovation and business improvement initiatives within area of accountability activity.</li> </ul>
Systems & Processes	<ul style="list-style-type: none"> <li>• Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.</li> <li>• Follows the City’s administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.</li> <li>• Contributes to the development of processes and procedures that support the work of the Service Unit.</li> </ul>

Resources,  
Governance,  
Compliance & Risk

- Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
- Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.

## CAPABILITIES REQUIRED

### Qualifications, Requirements and Experience:

- Qualification in a relevant discipline such as Records Management or relevant experience.
- Intermediate experience in administrative processes.
- Intermediate experience in Freedom of Information processes is desirable.
- Intermediate Experience in the efficient utilisation of information systems and technology.

### Skills and Knowledge:

- Foundational knowledge of relevant legislation is desirable.
- Intermediate computing, numeracy and literacy skills.
- Intermediate keyboard / data entry skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Intermediate customer service skills.
- Intermediate communication and problem-solving skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace including hazard identification in an office environment.

### Key Stakeholder Relationships:

- Support the Coordinator Customer Service Centre and Team Leader Information Management to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

### Role Authorities:

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

## VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

**Leader Name** Kelly Donker  
Signature

Date  
05/09/2018

**Next Up Leader Name** Leeann Mitchell  
Signature

Date  
05/09/2018