

POSITION DESCRIPTION

1 POSITION IDENTIFICATION

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| 1.1 | Position Title: | Records & Information Management Officer |
| 1.2 | Department | Corporate, People & Compliance |
| 1.3 | Reports To: | Coordinator Governance & People |
| 1.4 | Classification: | Level 4-5 of the Council's SA Municipal Officers Award (SAMSOA) Agreement 2023 |
| 1.5 | Status: | Full Time – 76 hours per fortnight |

2 POSITION OBJECTIVES

The Records & Information Management Officer is responsible for the coordination and administration of Council's records and information management systems to ensure compliance with legislative requirements, information governance standards and operational business needs. The position acts as Council's primary officer for records compliance, information management processes and Freedom of Information administration. The role supports the Coordinator Governance & People through the maintenance of Council's corporate memory, electronic and physical records systems, document control processes, registers, archival and disposal processes and statutory information management obligations.

3 KEY RESPONSIBILITIES

3.1. Records Governance & Compliance

- Act as Council's primary officer for records management compliance and day-to-day records governance.
- Coordinate compliance with State Records requirements, Council records management policies, disposal schedules and information governance processes.
- Manage Council's physical and electronic document records management systems, including registration, retrieval, archiving and disposal of records.
- Monitor staff compliance with records management procedures and provide advice, reminders and practical support to improve records capture and retention.
- Coordinate records audits, quality checks and compliance reviews and report issues or improvement requirements to the Coordinator Governance & People.
- Assist with training and guidance for staff in the use of Council's electronic document and records management systems.

3.2. Freedom of Information Administration

- Act as Council's responsible administrative officer for Freedom of Information requests, under the direction of the Coordinator Governance & People and delegated decision makers.
- Receive, register, acknowledge, track and coordinate Freedom of Information applications in accordance with statutory requirements and required timeframes.
- Coordinate searches, retrieval and collation of relevant records and maintain accurate FOI registers, files and correspondence records.

3.3. Corporate Registers & Governance Support

- Maintain and monitor Council's legal documents database, including leases, licences, contracts, funding agreements and community land register records.
- Provide regular reports to the Coordinator Governance & People on record keeping compliance, expiring documents, register accuracy and required follow-up actions.
- Maintain corporate library, circular tracking, document control and governance register systems as directed.
- Assist with governance projects, policy register maintenance, delegations register support and audit evidence collation.

3.4. Records & Information Management Services

Services coordinated or supported by this position include, but are not limited to, the following:

- Records Systems & Mail Registration:
 - o Daily opening, sorting and registration of incoming mail and emails from Council's general mailbox into Council's electronic document records management system.
 - o Actioning correspondence to appropriate Council officers and monitoring accurate capture of incoming, outgoing and internal records.
 - o Retrieval of physical record files from archives and management of secure records storage processes.
 - o Maintenance of metadata accuracy, file naming conventions and records classification practices.
 - o Support for customer request and correspondence tracking systems where records obligations apply.
- Records Compliance & Disposal:
 - o Coordination of archiving, sentencing and lawful disposal of records in accordance with approved disposal schedules.
 - o Monitoring of records retention requirements and preservation of Council's corporate memory.
 - o Liaison with State Records of South Australia or relevant agencies on records management requirements where required.

- Freedom of Information & Information Access:
 - o Administration of FOI application processes, statutory registers, file searches, records collation and related correspondence.
 - o Maintenance of confidentiality, privacy and procedural fairness when handling sensitive information requests.
- General Administrative Support:
 - o Assist other administration staff during absences, leave or peak workload periods when workload permits, including customer service, data entry and general administration functions.

3.5. Operational & Departmental Governance

- Ensure compliance with records management, privacy, confidentiality, Freedom of Information and local government legislative requirements relevant to the position.
- Ensure alignment with Council's policies, procedures, delegations and document control requirements.
- Provide timely advice, reports and information to the Coordinator Governance & People on records, information and FOI matters.
- Maintain confidentiality and integrity of official information at all times.

3.6. Systems, Process Improvement & Support

- Identify improvements to records systems, document control, information access and compliance monitoring processes.
- Assist with implementation of system changes, staff guidance materials and records management procedures.
- Support continuity of governance and administration services through accurate records, registers and information retrieval.

3.7. Work Health & Safety

- Participate in the development and review of Council WHS processes and ensure safe work practices are applied within the position's work area.
- Report hazards, incidents, accidents and near misses in accordance with Council procedures.
- Comply with reasonable directions or instructions aimed at protecting the health and safety of employees, contractors and the public.

4 PERSON SPECIFICATION

Qualifications & Experience

- 4.1 Experience in office administration, records management or information management functions that demonstrate the importance of accurate record keeping. (Essential).
- 4.2 Current driver's licence for the use of Council vehicles necessary for the execution of key responsibilities. (Desirable).

- 4.3 Records management, information management, governance, administration or FOI training, or willingness to undertake relevant training. (Desirable).

Knowledge

- 4.4 Sound knowledge of records management principles, electronic document management systems and information governance practices. (Essential).
- 4.5 Understanding of Freedom of Information, privacy, confidentiality and public sector information access processes. (Essential).
- 4.6 Understanding of State Records requirements, retention and disposal schedules and records compliance principles. (Desirable).
- 4.7 Comprehensive knowledge and experience in Microsoft Word, Excel, Outlook and business information systems. (Essential).
- 4.8 Understanding of local government functions, governance registers and corporate document control. (Desirable).
- 4.9 Sound computing skills and ability to assist with implementation or improvement of records systems and processes. (Essential).

Skills

- 4.10 High level attention to detail, accuracy and confidentiality in the management of official records and sensitive information. (Essential).
- 4.11 Ability to interact with a broad range of people in a respectful, professional and customer focused manner. (Essential).
- 4.12 Strong time management, organisational and problem-solving skills with the ability to manage deadlines and statutory timeframes. (Essential).
- 4.13 Ability to interpret procedural requirements, maintain registers and prepare clear administrative correspondence. (Essential).

5 WH&S RESPONSIBILITIES

Provide a safe working environment for self and employees by:

- 5.1 Participating in the development and implementation of Workplace Health and Safety policies, systems and processes in the workplace.
- 5.2 Ensuring established Workplace Health and Safety policies, systems and processes are implemented and complied with.
- 5.3 Co-operate and consult with other leaders and colleagues in the promotion of Workplace Health and Safety matters across the whole of Council operations.
- 5.4 Comply with safe working methods to maintain safe working conditions and avoid adverse effects on the health and safety of other employees.
- 5.5 Comply with any reasonable direction or instruction aimed at protecting the Workplace Health and Safety of all employees.

6 PERFORMANCE STANDARDS

6.1. Records Compliance Outcomes:

- Council records are captured, maintained, archived and disposed of in accordance with legislative and policy requirements.
- Records compliance issues are identified, reported and actioned in a timely manner.

6.2. FOI & Information Access Outcomes:

- Freedom of Information applications are registered, coordinated and monitored within statutory timeframes.
- Information requests are handled confidentially, accurately and in accordance with legislative requirements.

6.3. Governance & Administration Outcomes:

- Corporate registers, legal document records and governance records are maintained accurately.
- Records and information support is delivered professionally to staff and customers.
- Administrative support is provided across the organisation when workload permits.

6.4. System & Process Outcomes:

- Records management systems, document control processes and staff guidance materials are maintained and improved.
- Confidentiality, privacy and information integrity are maintained at all times.

7 SPECIAL CONDITIONS

- 7.1 Out of hours work may be required occasionally to meet statutory deadlines, records projects or governance support requirements.
- 7.2 Training or professional development in records management, Freedom of Information or information governance may be required.

8 ORGANISATIONAL RELATIONSHIPS

Accountability:

- 8.1 Accountable to the Coordinator Governance & People

Delegations:

- 8.2 Delegated Authority as made and provided in writing by the Chief Executive Officer pursuant to the provisions of Section 44 of the Local Government Act 1999.
- 8.3 Delegated Authority as made and provided in writing by the Chief Executive Officer pursuant to the provisions of other Commonwealth or South Australian Statutes.

Prepared By Chief Executive Officer..... Date Issued 23/6/2026

Supervisor Coordinator Governance & People

Occupant

Approved By Chief Executive Officer No of Sheets

Reviewed Date