



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION
DESCRIPTION**

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POSITION TITLE	Information Management Officer	CLASSIFICATION	Level Two (2) – Level Three (3)
DIRECTORATE	Corporate Governance and Financial Services	AWARD STREAM	Queensland Local Government Industry Award – State 2017 Award Stream A
DEPARTMENT	Information Solutions	REPORTS TO	Team Leader Records
POSITION NO.	44,212.00, 44,213.00, 44,214.00, 44,215.00 & 44,216.00	LAST REVIEW DATE	July 20223

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² comprising 120 km of Great Barrier Reef coastline and extending over 400 km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. It has 7 service centres operated by Council to service 18 distinct communities. As such the Council is exposed to a range of global consumer and market influences which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is undergoing a cultural leadership program aimed at better focussing and enabling the organisation to deliver on the Isaac Vision which is Helping to energise the world. This work is being supplemented by a 5-year Isaac Capability Plan to help create the organisational settings which will be needed to address these external influences over the next 5-10 years.

B. DEPARTMENT SUMMARY:

The Information Management Department ensures an integrated approach to internal organisational services across the organisation. The Information Management Department is responsible for record management functions including operations of Council.

C. POSITION SUMMARY:

The Information Management Officer position is responsible for efficient information management processes and compliance across Isaac Regional Council.

D. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Process inward correspondence registering and distributing documents both paper and electronic;
2. Maintain and update electronic records management system ensuring data accuracy;
3. Assist with the delivery of ECM training to internal employees;
4. Assist with the digitisation project;
5. Ensure mail awaiting postage is registered on correct mail register and deliver to post office daily;
6. Process DDX software that is used to upload titles office data into ECM;
7. Extract data from hard drives & flash drives including pre-sort prior to uploading;
8. Classify records data into appropriate ECM folders;
9. Audit the ECM data base to identify incorrectly classified data scanned in by employees;

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10. Identify and digitally mark records for the “Destruction of Records” legislative process;
11. Conduct Records Compliance Audits of non TechnologyOne cloud based software solutions used by Council;
12. Classification and sorting of paper records held at ‘The Village’ for transporting to and from the digitisation process in Ipswich and Mackay;
13. Supervise and train new employees employed by Information Management;
14. Contribute to ECM Software improvements and business process development for all Council users;
15. Collate data and write reports for managers covering areas of improvement and non-compliance;
16. Detailed knowledge of Microsoft Office 365 for integration with ECM legislative records compliance;
17. Contribute to the facilitation of positive outcomes by providing high level customer service, fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally;
18. Perform all duties in a professional and ethical manner, participate in teamwork, maintain and develop ongoing personal standards and competence, effectively manage own personal work priorities and promote Council’s values;
19. Apply a self-motivated and collaborative approach to resolving or finding solutions to matters or issues which present, and which are not specifically listed as accountabilities; and
20. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee’s skills, competence and training.

E. KEY COMPETENCIES:

Knowledge and skills

Essential

1. Strong customer and community focused ethos as reflected in Council’s Customer Service Charter.
2. Demonstrated commitment to Isaac Regional Council’s Vision and Values.
3. Excellent interpersonal skills with a capacity to work collaboratively, solve problems and resolve conflict.
4. High level interpersonal, written and verbal communication skills are required.
5. Self-motivated with the ability to work individually and as an effective team member with a continuous improvement approach.
6. Strong face-to-face engagement capacity.

Experience

1. Demonstrated experience in the delivery of high-level customer service and/or record management services.
2. High level experience and knowledge of Microsoft Office suite.
3. High level experience and knowledge of organisational, customer service and record management systems.

Qualifications

Mandatory

1. A current C Class Open Australian Drivers Licence

Desirable

1. Tertiary qualifications in administration or related field and/or experience in a similar position.

F. PHYSICAL DEMAND CATEGORY:

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- Sedentary Work
- Light Duty - Frequent lifting / carrying of objects weighing up to 5kgs.
- Medium Work - Frequent lifting / carrying of objects weighing up to 10kgs.
- Heavy Work - Frequent lifting / carrying of objects weighing up to 25kgs or more.

Audio-Visual Demands:

- Depth Perception
- Colour Discrimination
- Peripheral Vision
- Hearing (Avg)

Specific Actions Required:

This job may include:

- | | | |
|--|---|--|
| Standing/Walking | Sitting | Driving |
| <input type="checkbox"/> None | <input type="checkbox"/> None | <input type="checkbox"/> None |
| <input checked="" type="checkbox"/> Occasional | <input type="checkbox"/> Occasional | <input checked="" type="checkbox"/> Occasional |
| <input type="checkbox"/> 1 - 4 Hrs | <input type="checkbox"/> 1 - 4 Hrs | <input type="checkbox"/> 1 - 4 Hrs |
| <input type="checkbox"/> 4 - 6 Hrs | <input type="checkbox"/> 4 - 6 Hrs | <input type="checkbox"/> 4 - 6 Hrs |
| <input type="checkbox"/> 6 - 8 Hrs | <input checked="" type="checkbox"/> 6 - 8 Hrs | <input type="checkbox"/> 6 - 8 Hrs |

Work Environment:

- | Attribute: | Yes | No |
|---------------|--------------------------|-------------------------------------|
| Chemicals | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Cold | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Dampness | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Fumes/Gases | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Heat/Humidity | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Heights | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Noise | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Repetitive Motions:

- Simple Grasping
- Fine Manipulation
- Pushing & Pulling
- Finger Dexterity
- Foot Movement

This Job Will Require:

- | Manoeuvre | Frequent | Occasional | None |
|-----------|--------------------------|-------------------------------------|--------------------------|
| Bending | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Squatting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Climbing | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Twisting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Reaching | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

G. DELEGATED AUTHORITY AND ACCOUNTABILITY (in accordance with the Delegated Authorities Register):

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority/obligation that comes with their powers.

H. HEALTH SAFETY AND WELLBEING, QUALITY AND ENVIRONMENTAL OBLIGATIONS:

Workers and Others authorities and responsibilities include the following:

1. Take reasonable care for their own health and safety.

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2. Ensure actions or omissions do not adversely affect the health and safety of others or the environment.
3. Comply with any and all policy, procedures and work instructions to ensure the requirements for health, safety, quality and environment are adhered to.
4. Comply with any reasonable instruction to comply with the Work Health and Safety Act Qld (2011).
5. Immediately notifying their Manager or Supervisor of any workplace hazard identified and rectify hazard if possible.
6. To participate in risk assessments utilising the 'Think ISAAC' risk model and ensure personal safety through the use of the personal risk assessments 'Take an Isaac Instant'.
7. To use personal protective equipment if the equipment particularly is provided by Council and you are instructed in its use.
8. Raise any non-conformances with their supervisor.
9. Ensure that you are fit for work at all times and are not adversely affected by either drugs or alcohol as specified in Councils 'Fitness for Work Policy'.
10. Participate in Councils rehabilitation and return to work processes as required.
11. Actively contribute to prevention of environmental harm, by compliance with any and all procedures.
12. Informing your supervisor as soon as possible of anything which may be harmful to the environment, for example, spills and leaks.
13. Consider and respond to internal and external customer needs in timely fashion.

Equipment Operated

1. Computer, motor vehicle

I. RESPONSIBILITIES:

Corporate Responsibilities

Code of Conduct

1. Compliance with Council's Code of Conduct, management directives and policies and procedures, ensuring that behaviour and conduct;
 - a. is in line with the expectations of Council as specified in the Code of Conduct, and
 - b. decisions are made based on the principles of sound ethics and sound judgement.
2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
 - a. Integrity and Impartiality
 - b. Promoting the Public Good
 - c. Commitment to the system of government
 - d. Accountability and transparency

Conflict of Interest

1. Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance of the employee, other employment or contracts will not be undertaken without prior written approval from the CEO.

Other

- Commitment to Council's Corporate Plan.
- Commitment to Equal Employment Opportunity, Diversity and Merit principles.
- Commitment to ensuring a workplace free from harassment and discrimination.

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- Efficient and effective utilisation of resources as allocated under the level of responsibility for this position.

J. GENERAL OBLIGATIONS:

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with direct reports and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
3. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
4. All employees shall be required by the Council to obtain and to maintain the necessary registration and licences that such employee would normally be required to hold in order to fulfil their position.

K. CERTIFICATION:

1. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
NAME		
SIGNATURE		
DATE		



Isaac Regional Council

We're delivering in a changing world



OUR VISION

Helping to energise the world.
A region that feeds, powers and builds communities, now and for the future.



OUR GOAL

To pursue long-term sustainable futures for Isaac's communities.



OUR VALUES

COMMUNITY FOCUS

We engage and communicate authentically with all Isaac communities to understand both their common and specific needs.

We will continuously improve how we address those needs to help future-proof our region.

CARING

We are committed to working safely and caring for the safety and wellbeing of our people and communities.

We believe that people matter.

TEAMWORK

We expect respectful relationships in our work together, to achieve.

We cultivate commitment through shared purpose, to create value.

POSITIVE WORK ETHIC

We do our best every day to have pride and enjoyment in our work.

We display accountability, transparency, procedural consistency and integrity.

We seek the highest possible practical outcomes in everything we do.

We practice the knowledge that how we do things is just as important as what we do.

At Isaac, the how matters.