

CITY OF GREATER GEELONG

POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

POSITION TITLE:	Document Management Project Officer
POSITION NUMBER:	2673
DIVISION:	Finance and Strategy
DEPARTMENT:	Digital, Information & Technology
CLASSIFICATION:	Band 5
REPORTS TO:	Coordinator Document Management
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	All CoGG Departments and Divisions
EXTERNAL LIAISONS:	RIMPA Local Government Chapter, Public Record Office Victoria, Grace Records Management
DATE:	May 2017

POSITION OBJECTIVES:

This position will assist in the planning and delivery of document and records management projects across the organisation. This includes reviewing business processes and implementing programs to achieve organisational efficiencies, meet industry best practice, and achieve legislative requirements.

POSITION RESPONSIBILITIES:

Key Responsibilities:

1. Assist with the daily management and implementation of document and records management projects, working cooperatively with the Document Management Coordinator.
2. Adhere to a project management framework and identified processes in interacting with project groups and stakeholders.
3. Provide regular communication and reporting on project status and issues arising to the Document Management Coordinator and Document Management Team.
4. Facilitate relevant officer meetings and training, with various project groups and stakeholders.
5. Assist in the identification of new project, innovation and business process review opportunities, including improvements in or new uses of the EDRMS to enhance business processes.
6. Internally promote specific Document Management and Digital, Information & Technology projects, policies, procedures and initiatives as required.
7. Provide both group and one-on-one training to current and new users of the EDRMS, in conjunction with the EDRMS Administrator.

8. Provide assistance to the Document Management Coordinator in the future development and use of the EDRMS across Council, including the creation and update of policies, procedures, manuals and other training materials.
9. Undertake other duties in relation to the Document Management Team activities and tasks as required, including assisting with classification, scanning and registration of documents, and also mailroom activities.
10. Adhere to all Council's policies and procedures relevant to this position.
11. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

KEY SELECTION CRITERIA:

1. Relevant work experience in the field of records/document management and a sound understanding of public records, electronic document and records management principles, legislation, systems and practices.
2. Relevant experience within local government or another large organisation.
3. Thorough working knowledge of HP Records Manager / Kapish Explorer, or a similar records management system.
4. Highly organised and able to prioritise competing tasks and meet agreed deadlines.
5. The ability to work independently as well as in a team environment.
6. High level of oral and written communication and problem solving skills.
7. Demonstrated ability to deliver training and education to individuals and groups.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Assist the Document Management Coordinator with undertaking Council's document and records management programme, to fulfill Council's obligations under the Public Records Act 1973.
- Adherence to and promotion of relevant legislation and policies and procedures.
- Ability to work independently with limited supervision and use discretion where required.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Make decisions about the implementation of appropriate work practices to achieve the objectives and responsibilities of this position, and project outcomes.
- Show initiative and innovation in approach to all aspects of the position and provide recommendations on improvements to systems and processes.
- Ability to prioritise work tasks to meet deadlines.
- Liaise and work closely with the EDRMS Administrator and IS Application Administrator in relation to EDRMS issues identified during project work and customer liaison.

SPECIALIST SKILLS AND KNOWLEDGE:

- Knowledge of the functions of local government and broad understanding of the specific functions of Council's Business Units.
- Thorough working knowledge of HP Records Manager / Kapish Explorer, or a similar records management system.
- Working knowledge of council's Business Classification Scheme and the ability to recommend to council staff a correct location for their information.
- Working knowledge of the Retention and Disposal Authorities applicable to local government and ability to interpret and communicate them for Council staff.
- Excellent communication and customer relation skills.
- Intermediate skills in Microsoft Office functions.

MANAGEMENT SKILLS:

- Ability to work under direction of the Document Management Coordinator and proceed according to an agreed approach.
- Establish and manage workload priorities, meet deadlines and achieve targets.
- Ability to provide accurate advice on document and records management, processes, policies and legislation.
- Ability to work independently of supervision and show initiative.
- Communication skills in liaising with customers and following through on requests/inquiries.

INTERPERSONAL SKILLS:

- Ability to establish rapport, liaise with, and gain cooperation of Council staff at all levels.
- Ability to listen and interpret customer requests and maintain a positive 'can-do' attitude to ensure the provision of high quality customer service.
- Effectively convey information to staff in a positive and consistent manner.
- Commitment to contributing to a culture of continuous improvement.
- Ability to discuss and resolve problems internally and externally.
- Ability to maintain confidentiality and sensitivity.

- Ability to participate in meetings and group discussions to achieve resolution of problems.
- Ability to prepare reports and external correspondence.
- Ability to liaise with Council department staff.

QUALIFICATIONS AND EXPERIENCE:

- Tertiary qualification in Records or other Information Management related area OR extensive experience within the Records/Information Management field.
- Proven experience in record management processes: classification, registration, sentencing, archiving and disposal.
- Current Victorian driver's license.

ADDITIONAL INFORMATION:

- This role will involve working from different Council buildings which means walking or driving between sites. A Council vehicle can be used for this purpose.

HOW TO APPLY

Applications close: 5:00pm Friday 2 June 2017

Contact Person: John Pickett, EDRMS Administrator, (03) 5272 4966

Submit your online application at <https://www.geelongaustralia.com.au/employment>

If you are unable to submit an online application please send your application to:

Recruitment & Workforce Management Administration Officer
People and Organisation Development
City of Greater Geelong
PO Box 104
GEELONG VIC 3220

Privacy Statement

The collection and handling of personal information is carried out in accordance with Council's Privacy Policy, which is displayed on Council's website and which is available for inspection at, or collection from, Council's Customer Service Centres.