

<b>Position Title</b>	Information Support Officer
<b>Department</b>	People and Performance
<b>Unit</b>	Information Communication and Technology
<b>Team</b>	Information Management
<b>Supervises</b>	Nil
<b>Reports To</b>	Team Leader Information Services
<b>Grade Range</b>	F
<b>Date Prepared</b>	21/06/2023
<b>Date Last Updated</b>	21/06/2023

## Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

## Primary purpose of position

To provide the organisation with proactive and customer focused quality Information management services, that support the short, medium and long term needs of Council ensuring compliance with the NSW State Records Act and Local Government regulations.



## Accountabilities

- Ensure that all Council information is appropriately stored, defined, managed and disposed so that accurate and relevant information is accessible.
- Processing of all incoming mail/email including; scanning, classification and registration of correspondence, as well as responding to customer enquiries.
- Provide direction and advice on Information Management functions and ensure compliance with the State Records Act, Government Retention and Disposal Authority, associated Standards, and Local Government Regulations.
- Provide a high level of customer service to both internal and external customers, with a particular focus on continuous improvement and enhancing the customer experience.
- Preparing Property correspondence - Property numbering of new developments/subdivisions, property enquiries and assisting with property inspections.
- Maintain the security and confidentiality of information, ensuring access restrictions to records are strictly maintained.
- Manage and administer off-site storage and retrieval service for Council.
- Assist in the ongoing Archival program for the appraisal and disposition of council records both in physical and digital formats.
- Assists in the development of training materials, knowledge articles, creation of policies and procedures relating to information systems.
- Additional duties as required within the limits of the employee's skill, competence and training

## Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

### Capability Profile – Council Officer

Capability Group	Capability Name	Level
 <b>Personal Character</b>	Lead Self	Adept
	<b>Display Resilience</b>	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 <b>Relationships</b>	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	<b>Work Collaboratively</b>	Adept
	Influence and Negotiate	Intermediate
 <b>Results</b>	<b>Plan and Prioritise</b>	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 <b>Resources</b>	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 <b>People Leadership</b>	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

## Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

### CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
<b>Relationships</b>		
Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Contributes to a culture of respect and understanding in the organisation</li> <li>• Creates an atmosphere of trust and mutual respect within the team</li> <li>• Builds cooperation and overcomes barriers to sharing across teams/ units</li> <li>• Relates well to people at all levels and develops respectful working relationships across the organisation</li> <li>• Identifies opportunities to work together with other teams/units</li> <li>• Acts as a resource for other teams/units on complex or technical matters</li> </ul>
<b>Personal Character</b>		
Display Resilience	Intermediate	<ul style="list-style-type: none"> <li>• Adapts quickly to changed priorities and organisational settings</li> <li>• Welcomes new ideas and ways of working</li> <li>• Stays calm and focused in difficult situations</li> <li>• Perseveres through challenges</li> <li>• Offers own opinion and raises challenging issues</li> </ul>
<b>Results</b>		
Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Participates constructively in unit planning and goal setting</li> <li>• Helps plan and allocate work tasks in line with team/project objectives</li> <li>• Checks progress against schedules</li> <li>• Identifies and escalates issues impacting on ability to meet schedules</li> <li>• Provides feedback to inform future planning and work schedules</li> </ul>

\* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

## Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

## Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

## Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

## Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

## Qualifications and Experience

### Essential Qualifications

- Relevant tertiary qualifications in Records or Information Management supported with practical experience
- Drivers Licence

### Essential Experience

- Demonstrated working knowledge of the State Records Act 1998 and associated Records Management standards.
- Demonstrated knowledge and experience using Electronic Document and Records Management System/s (EDRMS)
- Demonstrated organisation, problem solving and analytical skills.
- Sound collaboration and negotiation skills with the capability to build and maintain relationships with stakeholders through outstanding customer service
- Demonstrated commitment to Council's values

### Desirable Qualifications and or Experience

- Previous Public Sector experience
- Previous experience using Microsoft Sharepoint
- Previous experience in property numbering

<b>HUMAN RESOURCES USE (SELECT YES OR NO)</b>	<b>YES</b>	<b>NO</b>
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>