

|                   |                                |
|-------------------|--------------------------------|
| Position Title    | Access to Information Officer  |
| Department        | Corporate                      |
| Unit              | Governance & Property Services |
| Team              | Governance & Property Services |
| Supervises        | Nil                            |
| Reports To        | Coordinator Governance         |
| Grade             | E                              |
| Date Prepared     | 26/09/2025                     |
| Date Last Updated | 26/09/2025                     |

## 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

Respond to access to information requests in accordance with the Government Information (Public Access) Act.

## Accountabilities

- Manage open access requests made in accordance with the Government Information (Public Access) Act ensuring compliance with Council policies in respect of same.
- Apply efficient processes for tracking Access to Information requests.
- Provide timely response to requests received.
- Other duties as directed by Coordinator or Manager Governance.

## 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        |
| <br><b>Personal Character</b>  | <b>Lead Self</b>                    | Adept        |
|   | Display Resilience                  | Intermediate |
|   | <b>Act with Integrity</b>           | Adept        |
|   | Safety and Accountability           | Intermediate |
| <br><b>Relationships</b>      | Communicate and Engage              | Intermediate |
|   | <b>Customer and Community Focus</b> | Adept        |
|   | <b>Work Collaboratively</b>         | Adept        |
|   | Influence and Negotiate             | Intermediate |
| <br><b>Results</b>           | Plan and Prioritise                 | Intermediate |
|   | Think and Solve Problems            | Intermediate |
|   | Innovate and Improve                | Intermediate |
|   | Deliver Results                     | Intermediate |
| <br><b>Resources</b>         | Finance                             | Intermediate |
|   | Assets and Tools                    | Intermediate |
|   | Technology and Information          | Intermediate |
|   | Procurement and Contracts           | Intermediate |
| <br><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>Personal Character</b>    |       |  |
| Lead Self                    | Adept | <ul style="list-style-type: none"> <li>• Initiates action on team/unit projects, issues and opportunities</li> <li>• Accepts and tackles demanding goals with drive and commitment</li> <li>• Seeks opportunities to apply and develop strengths and skills</li> <li>• Examines and reflects on own performance</li> <li>• Seeks and responds well to feedback and guidance</li> </ul>   |
| <b>Personal Character</b>    |       |  |
| Act with Integrity           | Adept | <ul style="list-style-type: none"> <li>• Acts honestly, ethically and with discretion and encourages others to do so</li> <li>• Sets a tone of integrity and professionalism with customers and the team</li> <li>• Supports others to uphold professional standards and to report inappropriate behaviour</li> <li>• Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct</li> <li>• Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest</li> </ul> |
| <b>Relationships</b>         |       |  |
| Customer and Community Focus | Adept | <ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>• Takes responsibility for delivering quality customer- focused services</li> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> </ul>  |

|                      |       |  |
|----------------------|-------|--|
|                      |       | <ul style="list-style-type: none"> <li>• Finds opportunities to work with internal and external stakeholders to implement improvements to customer services</li> </ul>   |
| <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> |

\* 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 Chief Executive Officer.

## 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

- Business Administration Certificate or equivalent

### Essential Experience

- Experience in responding to access to information requests in accordance with the Government Information (Public Access) Act 2009.
- Proficiency with Windows applications, Microsoft Office and document management applications
- Good working knowledge of the Privacy and Personal Information Protection Act and the Local Government Act
- Ability to manage conflicting priorities to meet deadlines and work under pressure in a multi-functional environment
- High level of interpersonal, written and communication skills
- Demonstrated high level of attention to detail and quality control.

### Desirable Qualifications and or Experience

- Excellent customer service skills
- Proficiency with IT systems including iShare, Pathway and RecordPoint

| HUMAN RESOURCES USE (SELECT YES OR NO)  | YES                                 | NO                                  |
|---|-------------------------------------|-------------------------------------|
| 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<br>Licence class required: No Licence Required | <input type="checkbox"/>            | <input checked="" 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"/>            |