



## Position Description

POSITION TITLE:	Records Officer
REPORTS TO:	Manager Corporate Governance
LOCATION:	Administration Centre
WORK AREA:	Corporate Services
LEVEL:	Band 2 Level 1
REMUNERATION PACKAGE:	Superannuation Access to a range of salary packaging benefits
HOURS OF WORK:	35 hours per week

### *Our Mission*

To meet the challenges of our unique and diverse region.

### *Purpose of Position (purpose / objective of the position)*

- To efficiently and effectively coordinate Council's Records function.
- Provide assistance in Customer Service and administrative roles of Council.

### *Award Provisions*

Award:	Local Government (State) Award 2023
Award Grade:	Grade 5







## *Schedule of Duties*

- To undertake maintenance and control of Council's electronic management system including creation of new indexes, maintain records disposal and archive schedule / system.
- To ensure that Council's responsibilities under the *State Records Act* are met.
- To receipt, register, distribute and file correspondence.
- To process requests for information under the *Government Information (Public Access) Act* as directed.
- To prepare reports and correspondence as required (eg report on unactioned documents, breaches in *State Records Act* requirements etc).
- Undertake general clerical and administrative duties as required.
- Maintain Council's legal documents system.
- Record and monitor complaints and prepare reports to the management group on the number and types of complaints received.
- To provide support / relief to Council's customer service counter.
- To provide a high level of customer service to Council's internal and external customers.
- Provide courteous telephone reception.
- Develop and maintain storage systems and procedures for retrieval of archived records.

## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>.

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.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Adept
	Display Resilience and Adaptability	Foundational
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Intermediate
	<b>Community and Customer Focus</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	<b>Deliver Results</b>	<b>Adept</b>
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	<b>Technology and Information</b>	<b>Intermediate</b>
	Procurement and Contracts	Intermediate

## 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 at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"><li>• Maintains confidentiality of customer and organisational information</li><li>• Is open, honest and consistent in words and behaviour</li><li>• Takes steps to clarify ethical issues and seeks advice when unsure what to do</li><li>• Helps others to understand their obligations to follow the code of conduct, legislation and policies</li><li>• Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest</li></ul>
<b>Relationships</b> Community and Customer Focus	Intermediate	<ul style="list-style-type: none"><li>• Creates an organisational culture which embraces high quality customer service</li><li>• Ensures that management systems, processes and practices drive service delivery outcomes</li><li>• Ensures that community and customer needs are central to strategic planning processes</li><li>• Establishes systems to set and monitor service delivery standards in line with customer and community expectations</li><li>• Ensures council services contribute to social, environmental and economic sustainability in the community/region</li></ul>

## Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"><li>• Takes responsibility for the quality and timeliness of the team's work products</li><li>• Ensures team understands goals and expectations</li><li>• Shares the broader context for projects and tasks with the team</li><li>• Identifies resource needs, including team, budget, information and tools</li><li>• Allocates responsibilities and resources appropriately</li><li>• Gives team members appropriate flexibility to decide how to get the job done</li></ul>
<b>Resources</b> Technology and Information	Intermediate	<ul style="list-style-type: none"><li>• Selects appropriate technologies for projects and tasks</li><li>• Identifies ways to leverage the value of technology to achieve outcomes</li><li>• Ensures team understands their obligations to use technology appropriately</li><li>• Ensures team understands obligations to comply with records, information and knowledge management requirements</li></ul>

## *Essential and Desirable Criteria*

### Essential:

- High School Certificate or equivalent.
- Experience working in an office environment.
- Understanding of *State Records Act* and experience in utilisation of electronic records management systems.
- Proven written and communication skills.
- High level customer service skills.
- Proven ability to work independently and as a member of a team.
- Proficient in the utilisation of Microsoft Office and information and communication systems.
- Demonstrated knowledge and understanding of the principles and practices of Equal Employment Opportunity and Work Health and Safety and an ability to apply them to the work practices.

### Desirable:

- Certificate IV in Records.
- Knowledge and experience in utilisation of Content Manager electronic management system.
- Experience in the supervision of staff.
- Local Government experience.
- Conflict resolution skills.

## *Verification of Qualifications*

### Guidelines:

- All original certificates or certified (by the institution) academic transcripts must be sighted by Council. Cost of providing documentation is to be borne by applicant.
- To facilitate the verification of qualifications, written permission must be given to Council for the relevant educational institution to be contacted.
- Falsely claiming qualifications will lead to dismissal and/or prosecution for any relevant offence.
- Applicants are to sign a declaration that states qualifications are genuine and acknowledges that false claims can lead to dismissal.

## **Job Specific Skills and Performance Standards Required**

NB: This section of the position description will be used to assess staff in the job specific skills. Staff are expected to have achieved the performance standard required of all skills within each step before progression to the next step.

<b>Skills</b>	<b>Performance Standard Required</b>
<b>Entry Level</b>	
Answer and process general enquiries/requests on Council's records management systems / requirements	<ul style="list-style-type: none"> <li>• Answers/requests for action or information are handled assertively and diplomatically using correct protocols, and confidentiality is maintained where appropriate.</li> <li>• Accurate information is recorded or relayed to provide the service requested.</li> <li>• All processes involved are carried out within the agreed Council timeframes.</li> <li>• Provides accurate and courteous service in relation to enquiries.</li> </ul>
Complete standard forms and reports	<ul style="list-style-type: none"> <li>• Able to print and write information legibly and clearly.</li> <li>• Understands Council procedures relating to regularly used standard forms and reports.</li> <li>• Completes forms to agreed timeframes.</li> </ul>
Undertake and observe employment conditions and Council's Human Resources Policy and procedures	<ul style="list-style-type: none"> <li>• Able to interpret regularly used employment conditions, policies and procedures.</li> <li>• Adheres to Employment Conditions and Council Policies and Procedures.</li> <li>• Conducts all areas of work practices and procedures in a manner that conforms to Council principles and practice of Equal Employment Opportunity and Ethical Conduct.</li> </ul>
Implement WHS in the workplace	<ul style="list-style-type: none"> <li>• Understands WHS as it applies to their immediate work area.</li> <li>• Understands risk management issues as they apply to their immediate work area</li> <li>• Able to practically apply basic WHS in their daily work.</li> <li>• Complies with Council policies and procedures on a safe workplace (eg., no smoking, alcohol in the workplace)</li> </ul>
Receipt, distribution and filing of correspondence	<ul style="list-style-type: none"> <li>• Receives and correctly batches and scans documents on a daily basis.</li> <li>• Documents are registered correctly to reflect correct index and customer and other classification.</li> </ul>

Skills	Performance Standard Required
Maintain Council's Content Manager system.	<ul style="list-style-type: none"> <li>• New file indexes are created in accordance with established system and council requirements.</li> <li>• Maintains Council's records disposal schedule and disposes of items in accordance with the General Records Disposal Schedule for NSW Local Government.</li> <li>• Maintains an efficient archive system and ensures inactive files are transferred to archive system.</li> <li>• Retrieves archives and retrieves off site storage.</li> </ul>
Internal control	<ul style="list-style-type: none"> <li>• Ensures adequate working papers exist to support changes to electronic document management system and general records disposal schedule.</li> <li>• Ensures Council's internal control policies and procedures are adhered to.</li> <li>• Investigates outstanding Content Manager items in corporate services department.</li> </ul>
Operate a motor vehicle	<ul style="list-style-type: none"> <li>• Possesses a relevant motor vehicle licence.</li> <li>• Able to demonstrate safe track record in driving</li> </ul>
<b>Step 1</b>	
Staff education	<ul style="list-style-type: none"> <li>• Communicates to staff updates / changes to Content Manager and provides useful tips to assist staff in utilising system to its best capabilities.</li> <li>• Identifies and communicates to Manager training requirements for Council's filing / archiving legislative requirements.</li> <li>• Educates all staff members on the operation of changes to the Content Manager system, paying particular attention to the administrative staff in each Department.</li> </ul>
Report preparation	<ul style="list-style-type: none"> <li>• Reports are prepared within agreed timeframes and to the required format.</li> <li>• Reports are prepared for Manager Corporate Governance and/or General Manager on records management matters when required.</li> <li>• Reports are clear and concise.</li> <li>• Prepares reports to management group detailing unactioned Content Manager documents.</li> <li>• Prepares reports on number of types of complaints received.</li> </ul>
Maintain legal documents	<ul style="list-style-type: none"> <li>• Receipts and registers legal documents in accordance with Council and <i>State Records Act</i> requirements.</li> <li>• Documents are filed, indexed and stored safely.</li> <li>• Communicates to Manager any breaches in security related to access of legal documents.</li> </ul>

Skills	Performance Standard Required
Use of technology	<ul style="list-style-type: none"> <li>• Able to accurately and correctly utilise Council’s computer system to facilitate work.</li> <li>• Able to instruct other team members in the use of system.</li> <li>• Able to utilise a range of job specific software to facilitate work.</li> </ul>
Complaints management (general Council complaints)	<ul style="list-style-type: none"> <li>• Establishes details of the complaint.</li> <li>• Records complaints into database.</li> <li>• Monitors types and number of complaints.</li> <li>• Keeps management informed on trends in complaints.</li> </ul>
<b>Step 2</b>	
Written Correspondence	<ul style="list-style-type: none"> <li>• Provides replies to non standard correspondence within area of expertise and delegation.</li> <li>• Presents information in a clear and concise way.</li> <li>• Text in correspondence uses clear and concise language.</li> <li>• Spelling, punctuation and grammar are correct.</li> </ul>
Customer service	<ul style="list-style-type: none"> <li>• Responds promptly to more complex enquiries and gives correct advice and information using appropriate communication methods.</li> <li>• Uses advanced communication skills to deal with difficult situations.</li> </ul>
General clerical functions	<ul style="list-style-type: none"> <li>• Answers Council’s incoming calls as required.</li> <li>• Provides clerical / administrative / data entry assistant to Department as required.</li> </ul>
Receipting / customer service support to customer service counter	<ul style="list-style-type: none"> <li>• Able to provide support to front counter.</li> <li>• Accepts payment and provides receipts for Council’s goods and services.</li> <li>• Records transactions correctly and balances records.</li> <li>• Responds to a wide range of basic / general council enquiries.</li> <li>• Reports irregularities promptly to the appropriate person.</li> </ul>
Investigate and resolve complaints and requests related to records management	<ul style="list-style-type: none"> <li>• Establishes details of the complaint/request.</li> <li>• Resolves complex issues; refers issue to the relevant officer if resolution not possible.</li> <li>• Identifies appropriate options for resolving the complaint or dealing with the request.</li> <li>• Records an accurate summary of any complaint.</li> </ul>

Skills	Performance Standard Required
Problem solving	<ul style="list-style-type: none"> <li>• Develops practical solutions to daily work issues.</li> <li>• Applies a range of problem solving strategies.</li> <li>• Shows independence and initiative in identifying problems and solving them.</li> </ul>
Prepare and deliver staff training on use of electronic records system	<ul style="list-style-type: none"> <li>• Material is prepared which meets the needs of the group undertaking training.</li> <li>• Material is clear and succinct and accurately reflects Council’s policies and procedures.</li> <li>• The training methods selected are appropriate for the training outcomes, staff characteristics and availability of equipment and resources.</li> <li>• A systematic approach is taken to instruction, taking into account explanation, demonstration, review, explanation, demonstration and feedback.</li> <li>• Training programs are revised and modified as necessary to meet training delivery needs.</li> <li>• Feedback is given and received on appropriateness of training to meet employees and Council’s learning outcomes.</li> </ul>
Develop and apply knowledge	<ul style="list-style-type: none"> <li>• Keeps up to date with advances in the area of expertise (eg <i>State Records Act</i>, General Disposal requirements for Local Government, Content Manager updates).</li> <li>• Distributes information to other staff regarding developments in the work area.</li> <li>• Has a wide and practical understanding of records management legislation.</li> <li>• Identify and implement contemporary practices that will enhance the records management support to the Council.</li> </ul>
<b>Step 3</b>	
Use of technology	<ul style="list-style-type: none"> <li>• Demonstrated ability to utilise a range of Council technology at a high level to provide accurate reports and data collection / management.</li> </ul>
Supervision and training of support / relief staff	<ul style="list-style-type: none"> <li>• Supervise and train the work of support / relief staff.</li> <li>• Ensure work is carried out to the standards required by council.</li> </ul>
Represent the Council	<ul style="list-style-type: none"> <li>• Represents the Council at various regional records meetings.</li> <li>• Liaise with various external groups on records management / administration matters as required.</li> </ul>

Skills	Performance Standard Required
Complex problem solving	<ul style="list-style-type: none"> <li>• Develops creative, innovative solutions to complex work issues.</li> <li>• Shows independence and initiative in identifying problems and solving them.</li> <li>• Identifies and classifies possible sources of risk.</li> <li>• Identifies and reports problems to Manager, and where approved, proactively puts in place appropriate strategies to mitigate them.</li> <li>• Applies a wide range of problem solving skills to enable resolution of issues without contravening any statutes, regulations or Council policies.</li> </ul>
Quality customer service	<ul style="list-style-type: none"> <li>• The needs of the customers are researched, understood and assessed and included in the planning process.</li> <li>• Customer feedback is sought and used to improve the provision of services.</li> <li>• Resources are used effectively and efficiently to provide quality services to customers.</li> </ul>
<b>Step 4</b>	
Assist with project planning and management	<ul style="list-style-type: none"> <li>• Gives advice on appropriate ways to undertake a project including costings, time, equipment and materials (eg implementation of new version of Content Manager, construction of records storage facility).</li> <li>• Assists in the preparation of project plans.</li> <li>• Assists in the management of projects in a manner that minimises disruption to the Council.</li> </ul>
Undertake process improvement	<ul style="list-style-type: none"> <li>• Processes are monitored and inconsistencies are identified and documented by comparing processes for similar tasks.</li> <li>• Ideas for improvement are given prompt consideration and feedback to maximise possible benefits.</li> <li>• Ideas are discussed and evaluated with other staff to determine viability.</li> <li>• Ideas are assessed against existing practice, precedent and any legislative or Council restrictions.</li> <li>• Judgment is used on the assessment of ideas.</li> <li>• Other staff are involved so that all aspects can be considered.</li> <li>• Regular opportunities are provided to consider alternative approaches to process improvement.</li> <li>• Change is monitored to see that anticipated benefits are realised.</li> <li>• All areas affected by change are advised promptly to minimise disruption and encourage commitment.</li> </ul>
Assist with the review, development and implementation of policies	<ul style="list-style-type: none"> <li>• Contributes to the review, development and implementation of policies in relation to records administration and management.</li> <li>• Implements policies and procedures as directed by Manager.</li> <li>• Updates procedure manuals to reflect changes in policies.</li> <li>• Provides input into development and review of Strategic Records Management Plan.</li> </ul>

<b>Skills</b>	<b>Performance Standard Required</b>
Development of procedures and guides	<ul style="list-style-type: none"><li>• Manuals and user guides are accurate and user friendly.</li><li>• Consideration is given to the user and the environment in which the manual/guide will be used.</li><li>• Responsibility for all updates and changes to the procedures or manuals is assigned or designated.</li><li>• Feedback is sought on the content and presentation of the manual/guide.</li><li>• Manuals and guides are updated and modified as required to match current operations.</li></ul>