

POSITION DESCRIPTION

INFORMATION AND DATA COORDINATOR

Position Details

Department:	Glenelg Futures
Unit:	Information and Data Unit
Classification:	Band 6
Date Reviewed:	May 2024
Award:	This position is subject to the Glenelg Shire Council's Enterprise Agreement

Values & Behaviours

Glenelg Shire Council is a values-based organisation that aims to attract, develop and retain people with ability, passion and potential within a culture of continuous learning and high performance.

Respect

Innovation

Integrity

Teamwork

Service
Excellence

Equal Employment Opportunity and Human Rights Principles

Glenelg Shire Council is an equal opportunity employer who embraces diversity through our organisation and community. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. Glenelg Shire Council is committed to the Human Rights principles and responsibilities of freedom, respect, equality and dignity.

Child Safe Standards Commitment

Glenelg Shire Council is committed to the safety, participation and empowerment of all children. Reducing and removing the risk of child abuse will be at the centre of our decision-making concerning children in our organisation.

Council has zero tolerance for child abuse and all allegations and safety concerns will be treated seriously and acted upon. Council will actively listen to children, ensuring their voices are heard and considered in decisions that affect their lives. This approach is reflected in Council's Community Engagement Framework and Youth Charter.

Position Objectives

- Coordinate and supervise a high-quality information and data management services for Council, which is responsive to customer needs and operates within legislative requirements.
- Develop and implement processes to support the organisation meeting all compliance requirements and build a record, information, and data management culture.
- Develop and implement organisational action plans to achieve legislative compliance.
- Assist with the delivery of actions items from the IT and ID Strategy.
- Provide subject matter expertise relating to records, information, and data management.
- Responsible for coaching, monitoring and leading the Information and Data Unit.
- Provide leadership, development and management of the Information and Data Unit.

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Key Responsibilities & Performance Standards

The key responsibilities and performance standards may be modified from time to time to ensure that the desired outcomes are in accordance with the Annual Plans which seek to achieve Council's stated goals as identified in its Council Plan. Without limiting the above, the key responsibilities and the performance standards of the Officer will include:

- Coordinate an organisational wide information and data management program to ensure that Council records are administered appropriately and that legislative requirements are achieved.
- Oversee the day-to-day operations of the Information and Data unit, ensuring the appropriate capture, classification, and distribution of records in an efficient and accurate manner.
- Accountable for and oversee the classification, storage, retrieval, sentencing, archiving, and disposal of information and data in accordance with Council's records management principles and policies, Public Records Office of Victoria (PROV) and any other relevant legislation.
- Responsible for and deliver the strategic development of processes and policies in accordance with the IT/ID Strategy and legislative requirements.
- Provide leadership to teams across the organisation to achieve compliance with the standards and legislation.
- Liaise as and when required with Public Records Office Victoria, Records Management Association, and other relevant Organisations to ensure that up to date records management techniques are practiced.
- Manage and conduct staff one on ones and annual staff appraisals, including identifying staff training and development requirements.
- Provide input into the development and monitoring of the Information and Data Unit budget.
- Responsible for maintaining security of valuable and confidential information and data within the control of the Unit.
- Participate in relief and recovery activities as reasonably required within the municipality during and after an emergency event.

The Manager may direct the Officer to carry out such duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skill base.

The position will require the achievement of performance standards and indicators determined on an annual basis and subject to ongoing review.

Confidentiality

The Officer must not, whether during or after the Officer's employment with Council, make any improper disclosure or use of:

- Any information or trade secrets of the Council;
- The position of the Council or of any Councillor or Council Officer on any confidential matter; or
- Any other information whatsoever, the disclosure of which may be detrimental to the interests of the Council or of any other person who has provided it to the Council on a confidential basis, unless the Officer is required to disclose the information by law. The Officer must use the Officer's best endeavours to prevent the improper publication or disclosure or use of any such information by anyone else.

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Organisational Relationships

Reports to: Information and Technology Manager

Supervises: Information and Data Unit

Accountability & Extent of Authority

- Accountable for meeting agreed performance objectives and clear goals related to the records, information, and data functions.
- Accountable for the classification, storage, retrieval and archiving of Council records, information, and data in accordance with Council policies and records, information, and data practices.
- Accountability for ensuring that all work is carried out to a high standard and within the required deadlines.
- Accountable for the retention and disposal of Council records covered under the Public Records Act and other legislation.
- Accountable for maintaining security of valuable and confidential records within the control of the Information and Data Unit.
- Authority to plan and operate the records, information, and data management functions in an efficient and effective manner.
- Accountable for adopting a pro-active risk management approach to activities, to ensure that risks are identified, quantified and controlled.
- Ensure that all duties and responsibilities are carried out in accordance with Council policies, procedures, and delegations.
- Sound knowledge of long-term goals of the wider organisation and the role that IT and records management play from a strategic perspective.
- Responsible for the supervision and coordination of the Information and Data Unit activities.

Judgement & Decision Making

- Providing accurate advice and make informed decisions based on up-to-date knowledge and information.
- Ability to prioritise and action work to be undertaken in accordance with established policies, procedures, and legislation.
- Use effective problem-solving skills using guidelines, professional and technical knowledge or experience.
- Discretion may need to be exercised when handling certain types of correspondence and the supervision of staffing issues.
- Provide advice and guidance on matters related to records, information, and data management.
- Ability to determine the best route to ensure the resolution of an enquiry.
- Ability to handle occasional problems of a more complex nature, with solutions not related to previously encountered situations where guidance and advice is usually available to make decisions beyond Council policies and procedures.
- Guidance and advice is not always available within the organisation.

Management Skills

- Ability to operate the Information and Data Unit in an effective and efficient manner.
- Excellent time management skills, setting priorities, planning and organising work to achieve goals and objectives.

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Management Skills Continued

- Demonstrated experience in coaching and leading staff to achieve corporate objectives in information and data management service environment.
- Demonstrated understanding and implementation of all relevant Acts, Regulations, Codes of Practice and Guidelines, and an understanding of personnel practices including Equal Employment Opportunity.
- Ability to work within the set budget and supervise Information and Data Unit resources.
- Proactively lead, engage and inspire staff to work within a team environment, focused on and committed to organisational goals and objectives
- Demonstrated ability to review and implement changes to systems and practices for continuous improvement
- Provide records, information and data management knowledge and guidance to staff.
- Ability to exercise appropriate judgement in dealing with matters of a confidential nature.

Skills & Knowledge Required

- Demonstrated knowledge of the Public Records Act, the Privacy and Data Protection Act, Local Government Retention and Disposal Authority, the Public Records Office of Victoria's Retention and Disposal Authorities Standards and Specifications and an understanding of Council's obligations relating to records, information and data management.
- Broad knowledge of activities and operations of Local Government.
- Ability to work without direct supervision and make decisions in accordance with policies and procedures.
- Demonstrated ability to provide guidance, leadership, and feedback to of staff through coaching and mentoring methods to constantly improve their performance and engage in performance management where required.
- Demonstrated experience in the development and implementation of processes and activities that lead to the achievement of corporate performance goals and departmental key performance indicators
- Demonstrated experience and knowledge with Electronic Document Records Management Systems.
- Proficient in software used within Council, especially the Microsoft Office suite of software applications, SharePoint, OneDrive, and Microsoft Teams.
- Experience administering records management within 365 including information protection, data lifecycle management and data protection.
- Ability to exercise initiative and be flexible and have a desire to adapt to change.

Interpersonal Skills

- Ability to gain cooperation, support and understanding from all levels of Council staff in the development and provision of principles and procedures.
- Ability to deal discretely and tactfully with confidential and sensitive matters.
- Well-developed verbal and written communication skills, including the ability to write reports in field of expertise, prepare internal and external correspondence and discuss and resolve operational issues.
- Establish networks with other local government information and data management specialists with the ability to liaise with counterparts in other organisations to discuss and resolve specialist problems, and with other employees within their own organisation to resolve intra-organisational problems.
- Ability to work harmoniously within a team environment and promote a team approach.
- Influence and provide an environment where the contribution of others is recognised.

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Qualifications & Experience

- A relevant tertiary qualification in the field of Information and Data Management or a lesser formal qualification with extensive years' experience.
- Strong leadership experience in records, information and data management is essential
- Substantial experience in a Local Government records, information and data management service or similarly diverse organisation
- Experience leading or coaching staff in records, information and data management
- Experience administering records management within 365 including information protection, data lifecycle management and data protection.
- Experience and knowledge with Electronic Document Records Management Systems.
- Proficient in software used within Council, especially the Microsoft Office suite of software applications, SharePoint, OneDrive and Microsoft Teams.
- Experience applying and administering record keeping technology and designing complementary work practices.
- A valid driver's licence is essential.

Employee Risk Management Responsibilities (including OH&S)

The following items are the duties of each employee:

- To take reasonable care for their own safety and the safety of others affected by their acts or omissions;
- To co-operate with their employer in relation to any action taken to comply with the OH&S Act;
- Not wilfully or recklessly interfere with or misuse anything provided in the interest of health and safety;
- Not wilfully place at risk the health and safety of any person at the workplace;
- Report all safety hazards and risk exposures, including losses to their supervisor;
- Maintain physical security of all property, equipment and buildings within your jurisdiction and control;
- All staff are required to actively reduce Council's exposure to losses related to security, public liability and professional indemnity, fraud and corruption and reporting areas of concern.

Key Selection Criteria

- A relevant tertiary qualification in the field of Information and Data Management or a lesser formal qualification with extensive years' experience.
- Strong interpersonal skills including the ability to effectively communicate, negotiate, influence and motivate others;
- Strong leadership experience in information and data management within a diverse environment is essential (Local Government experience an advantage).
- Experience and knowledge with Electronic Document Records Management Systems.
- Proficient in software used within Council, especially the Microsoft Office suite of software applications, SharePoint, OneDrive and Microsoft Teams.
- Experience administering records management within 365 including information protection, data lifecycle management and data protection.
- Demonstrated experience delivering a compliance, risk and business focused program incorporating relevant records, information and data management legislation and processes.
- Current Victorian Drivers Licence.
- Ongoing satisfactory Police Check.
- Valid Working with Children Check card (Employee).

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Signatures

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Employee's Name

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Employee's Signature

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Date

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Manager's Signature

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Date