RECORDS OFFICER
POSITION DESCRIPTION

POSITION NO: 1478
CLASSIFICATION: Band 4
OCCUPANT: Vacant
DATE: November 2015

POSITION CONTEXT & OBJECTIVE(S):
To assist in the efficient and effective operation of the Council’s day to day records management activities.
To provide other administrative assistance to ensure effective operation of other Council functions.

KEY RESPONSIBILITIES AND DUTIES:

1. To assist with mail handling in an efficient manner:
   - Collect incoming mail from Post Office, DX and Customer Service area
   - Open & distribute incoming mail
   - Date stamp invoices & process cheques for finance department
   - Completion of daily cheques received register
   - Scan and process incoming mail into Records System
   - Collate, tally and deliver outbound mail
   - Process and promptly deliver faxes & emails into Records System

2. To assist with the maintenance of the Councils Records Management System
   - File current correspondence
   - Assist with archive maintenance
   - Perform other Records Management duties as specified by the Senior Records Officer
   - Assist with the control and movement of files and documents across WCC
   - Assist with other duties as directed by the Senior Records Officer

3. To assist with Records/Customer Service Liaison responsibilities
   - Conduct training of new staff in the EDRMS
   - Return property files
   - Creation of new property files as required
   - Assist with maintenance of barcoding software & related enquiries
   - Assist with A0 & A3 scanner software & enquiries from staff
   - Assist with Bluepoint helpdesk enquiries & associated programs
   - Conduct email audits of Bluepoint & associated reports
   - Mail journaling backup to DVD
   - Assist I.T with phone support when required
   - Administer “Records Tips of the fortnight”
   - Conversion of PDF’s for staff (& scanning support)

KEY SELECTION CRITERIA:

Applicants should address the following in their applications:

1. Demonstrated knowledge of efficient office practices and equipment.
2. Basic understanding of record management processes.
3. Ability to manage and organise own time and set work priorities in order to meet deadlines.
4. Ability to work individually without direction and also as part of a team situation.
5. Ability to communicate both verbally and written.
6. Proficient computer and keyboard skills.
7. Experience in the field of Information Management/ Records management would be an advantage.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

**HOURS OF DUTY:**

Hours of duty will be 40 hours per fortnight, Monday to Friday 8:15am to 12:15pm.

**TENURE:**

The tenure of this position is temporary part time.

**SALARY:**

This position is classified by council as Band 4 and carries a current base salary range of $59,303 to $62,792 (inclusive of 9.5% employer superannuation) per annum (pro-rata). The actual salary will be agreed with the successful applicant taking into account skill level and experience.

**ORGANISATIONAL RESPONSIBILITIES**

The organisation responsibilities of this position are outlined in the “General Conditions of Employment” (attached to this position description).

**CHECKS:**

The incumbent must have and maintain a current Fit2Work (Police Records) and/or Working with Children Check.

☑ YES

**OTHER DUTIES:**

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the Warrnambool City Council Enterprise Agreement.

**ORGANISATIONAL RELATIONSHIPS:**

<table>
<thead>
<tr>
<th>Reports to</th>
<th>Records Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervises</td>
<td>Other records staff in the absence of the Records Coordinator as required</td>
</tr>
<tr>
<td>Internal Contacts</td>
<td>All staff within the Council</td>
</tr>
<tr>
<td>External Contacts</td>
<td>Members of the public and postal staff.</td>
</tr>
</tbody>
</table>

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- The position is accountable to work within standard office procedure and to achieve the desired outcome within the time and resources available.
• All routine matters are to be dealt with expeditiously with support being available.
• Understand and observe the Risk Management Policy and related procedures.

JUDGEMENT AND DECISION MAKING:
• The position is to exercise its judgement mindful of confidentiality and diplomacy.
• Decisions and information should be consistent with Council policy and good management principles and should be delivered in a tactful and courteous manner.
• Guidance and advice is always available.

SPECIALIST KNOWLEDGE AND SKILLS:
The following knowledge and skills are required to be utilised:
• Thorough knowledge of efficient office practices and the working of all general office equipment.
• Sound computer and keyboard skills, with a thorough knowledge of Microsoft Office.
• Ability to work under pressure and meet deadlines.
• Ability to prioritise work and meet conflicting demands.

MANAGEMENT SKILLS:
The following management skills are required to be utilised:
• Good time management skills.
• Ability to organise day-to-day tasks to ensure specific and set objectives are achieved.

INTERPERSONAL SKILLS:
The following interpersonal skills are required to be demonstrated:
• Highly proficient written and verbal communication skills.
• Ability to work both in a team situation and also work alone without direction.
• Ability to maintain confidentiality.
• Ability to liaise and impart accurate information to all internal and external clients.
• Ability to show initiative and enthusiasm.

QUALIFICATIONS AND EXPERIENCE:
The following qualifications and experience are required for the position:
• Satisfactory completion of Year 12 Secondary Education.
• Substantial experience in Office Administration.
• Current Victorian Driver’s Licence.
## RELEVANT PHYSICAL RESPONSIBILITIES

**Location of work:** This position will require working in the following environments:

<table>
<thead>
<tr>
<th>Environment</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indoor (office / workshop)</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Outside</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Physical activities:** The work is likely to require a certain amount of physical activity, such as:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standing</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Sitting</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bending</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Walking</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Repetitive hand work</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Heavy lifting (&gt;15kg)</td>
<td></td>
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</tr>
</tbody>
</table>

**Plant and Equipment:** This role involves working with or near plant or equipment:

<table>
<thead>
<tr>
<th>Hazard / Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rotating parts</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Noisy Environment</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>In proximity of Mobile or Moving plant</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strobe or similar lights</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating plant controls</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Driving plant or vehicles</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Machinery Vibration</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Ability to distinguish between colours</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using hand held tools</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working with irritants, chemicals, fumes and/or dust</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working in hot surroundings</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

**Other activities:** This role may also include:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talking on the phone</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Direct contact with people</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Working at heights</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working with animals/ wildlife</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

## CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

## AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name (Please print):  

Signature:          Date:
RECORDS OFFICER
GENERAL CONDITIONS OF EMPLOYMENT

TERMS AND CONDITIONS OF EMPLOYMENT:

The conditions of employment are generally in accordance with the Warrnambool City Council Enterprise Agreement. A copy of this document is available by contacting the Organisation Development Branch.

RESPONSIBILITIES OF ALL WARRNAMBOOL CITY COUNCIL EMPLOYEES:

In addition to the key responsibilities and duties specified in each Position Description, Warrnambool City Council EMPLOYEES MUST:

Staff Conduct and Ethical Standards

- Comply with the Staff Code of Conduct, Council Policy and procedures and any conduct principles for Council employees which may be prescribed in the Act from time to time.
- Not use for their personal gain or knowledge nor disclose any confidential information which may be acquired as a result of special opportunities arising out of their employment by the Council.
- Not make improper use of any information acquired as a result of employment to gain directly or indirectly a pecuniary advantage for himself/herself or for any other person or with intent to cause detriment to the Council.
- Not engage in any private practice (whether or not relating to activities within or outside the municipality) except with the specific permission of the Chief Executive, also being subject to the provisions of the Local Government Act 1989 (the Act).
- Carry out and perform the duties lawfully and to the best of their ability and judgment and to the satisfaction of Council management.
- At all times comply with the terms of the Enterprise Agreement and any Industrial Instrument;
- Devote their whole time and attention to their duties during the hours reasonably required to properly perform their Duties.
- Carry out all lawful instructions and directions of Council management.
- Promote the aims and objectives of the Council.
- Immediately report any actual or potential misconduct (including actual or potential breach of any laws) by any other employee of the Council.
- Disclose through their line manager any facts, information or circumstances which may give rise to a conflict between the employee’s interests and the interests of the Council.
- At all times comply with the provisions of the Act and any other legislation applying to matters within the scope of the employee’s employment.
- Ensure information obtained through employment with the Warrnambool City Council remains confidential and therefore cannot be discussed with any outside individuals or organisations, without Council consent. The confidentiality of Council information remains binding even following completion of service with the Warrnambool City Council.

Customer Services Standards

- Promote Council’s customer service charter and comply with Warrnambool City Council Customer Performance Standards.
- Provide a consistently high level of service to our customers in a prompt and pleasant manner.
- Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
- Develop individual skills and knowledge that will better serve our customers.
Occupational Health & Safety/Risk Management

- Comply with all policies, procedures, directions and safe systems of work on Health & Safety; ensuring you behave at all times in a manner so as not to endanger yourselves or any other person (whether that be a colleague, a supplier, a contractor or a member of the public).
- Report all accidents, hazards, near misses and other OHS issues to your immediate supervisor and consult with management through accepted channels.
- Observe and comply with Council’s Risk Management Policy, procedures and processes.

Equal Employment Opportunity and Diversity

- Demonstrate an awareness and understanding of state and federal equal opportunity laws
- Demonstrate commitment and understanding of Access and Equity principles as they relate to provision of government services
- Advocate and foster harmonious, connected communities, recognising the community’s values and celebrated differences through mutual respect, understanding and sense of belonging.

Learning & Development

- Identify training and development needs through the Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.
- Participate in employee feedback surveys, continuous improvement, corporate and professional development programs as requested.

Information Technology & Records Management:

- Observe and comply with all applicable laws relevant to Public Records, Council’s Records Management Policy and Council’s IT and electronic resources.
- Ensure consistent and sound records management processes and practices that maintain reliability and authenticity of records from their creation or receipt, through their effective use, to disposal or preservation as archives.
- Maintain an awareness of and adhering to the Records Management Policy, including your responsibilities under the Privacy & Data Protection Act and the Freedom of Information Act
- Ensure appropriate and effective use of relevant software systems (appropriate level of training provided)
- Not use Council IT systems and electronic resources
  - for excessive or unreasonable personal use;
  - to view or distribute unlawful material, or material which may be regarded as offensive or inappropriate; or
  - to copy, disclose or use material in breach of the Staff Code of Conduct or your employment agreement.

NB: The Council may at any time access, monitor, log and record any communication or information developed, used, received, stored or transmitted by an employee using the Council’s resources, including Council’s IT Systems. Filtering systems are installed in the Council’s IT Systems which restrict the inward and outward flow of certain types of material, including emails and viruses. Accordingly, some email traffic may be blocked.

By agreeing to the terms of employment, an employee gives consent to the Council to carry out computer surveillance and the Council monitoring the employee’s use of the Council’s IT Systems and electronic resources, either at the Council’s premises or at any other place.

Emergency Management

- As part of the duties associated with this position, you may be expected (within reason) to assist in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community.

Sustainability

- Incorporate Warrnambool City Council’s sustainability objectives and targets into projects, programs and services.
• Within the the scope of their position complete with sustainable principles when procuring goods and services on behalf of Council.
• Promote and participate in a culture of sustainability.

Warrnambool City Council’s Staff Code of Conduct and other Council policies and procedures are accessible to employees via Council's intranet (Noticeboard) or by contacting Human Resources.

ANNUAL STAFF PERFORMANCE REVIEW PROCESS

Staff participate in an Annual Staff Performance Review which is undertaken in June/September. The Review comprises as a minimum assessment of the following:
• Meeting of established performance objectives.
• Acquisition and satisfactory utilisation of new or enhanced skills.
• Satisfactory service according to Council criteria.
• Review of salary grading based on adopted remuneration management system.

MINIMUM EMPLOYMENT PERIOD:

This position is subject to a minimum employment period (6 months qualifying) during which time the employee’s suitability for ongoing employment will be assessed.

LEAVE ENTITLEMENTS:

Annual leave is four weeks per annum. Long service leave is pro-rata after 7 years service. Sick leave is twelve days per annum on full pay (cumulative). Entitlements are pro-rata for part-time employees.

Please note leave entitlements are not available to those employees who are paid a loading in lieu of sick leave and annual leave.

SUPERANNUATION:

The Council is required to make a statutory contribution to the scheme for the employee’s benefit. The employee may also make a contribution. Since 1st July 2014 the statutory contribution is 9.5% of the annual salary.

The Council’s Enterprise Agreement provides that:

The Warrnambool City Council shall continue to be a participating employer in the Vision Superannuation Fund (the Defined Benefits Scheme and/or LASPLAN) in accordance with the provisions and requirements of the Vision Super Fund Trust Deeds.

The Warrnambool City Council will also be a participating Employer of HESTA and any Registered Nurse may elect to have their Employer’s superannuation funds paid into HESTA.

The Council shall contribute to the above fund(s) in accordance with the Superannuation Guarantee Act 1992, on behalf of each employee.

RESIGNATION/TERMINATION:

Subject to the provisions of the Local Government Act 1989 and Warrnambool City Council’s Enterprise Agreement, termination of employment shall be effected by notice in writing by either party.

SMOKING:

Smoking is not permitted in or close to Council owned and/or managed buildings and also in Council vehicles, including plant.
EMPLOYEE BENEFITS:

Council provides support and facilities to enable staff to achieve a realistic work and life balance. In particular we offer the following employee benefits (many of which are part of Council’s Enterprise Agreement):

- Training and career development opportunities including study assistance
- Salary sacrifice arrangements (superannuation and pool/gym membership)
- Flexible leave and work arrangements
- Paid maternity and paternity leave
- Corporate Health & Wellbeing Program
- Corporate Health Insurance Program
- Active Social Club
- Employee Assistance Program – free counselling and support
- Discounted pool/gym memberships

Privacy & Data Security Act Information

The personal information requested in your application is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The incumbent understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Warrnambool City Council Information Privacy Policy and Victorian Privacy & Data Security Act 2014, including the provision of access to that information.

RIGHT TO WORK IN AUSTRALIA

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

INTERVIEW:

Applicants should be prepared to attend a personal interview, if required.

PRE-EMPLOYMENT MEDICAL EXAMINATION / FUNCTION CAPACITY EXAMINATION

You may be required to undertake a pre-employment medical examination to ensure that you can safely undertake all of the duties and tasks detailed in this Position Description. For some physical or outdoor positions an additional functional capacity examination may be required.

FIT 2 WORK CHECK (POLICE CHECK) / WORKING WITH CHILDRENS CHECK:

Applicants may be required to undergo a Fit2 Work Check and/or Working with Children’s Check prior to commencement in a position and may be required (by law or by Council) to maintain and periodically renew their “check” (The requirement will be specified in the Position Description)

DRIVERS LICENCE:

Applicants maybe required to hold a current drivers licence (prior to commencement in the position) to fulfil the inherent requirements of this role as specified in the position description.