

POSITION DESCRIPTION

INFORMATION GOVERNANCE & RECORDS COORDINATOR

POSITION DETAILS

Position No.	000776	Department	Digital Experience
Employment Status	Full Time	Location	Civic Centre
Unit	Business Services	Classification	Executive Officer, Level 2

POSITION OBJECTIVE

The Information Governance and Records Coordinator is responsible for leading and strengthening Council's enterprise information governance and records management capability.

The role provides strategic and operational oversight of Council's information assets, ensuring information is governed lawfully, securely, and efficiently across its full lifecycle. It protects Council's corporate knowledge, supports transparent and accountable decision making, reduces regulatory risk, and enables modern digital service delivery.

As Council undertakes significant digital transformation, this position ensures governance is embedded by design across new platforms and business processes, supporting a digital first, compliant, and well controlled operating environment.

KEY FUNCTIONS AND RESPONSIBILITIES

- Lead and continuously improve the information governance function in alignment with Council's Digital Strategy, embedding governance by design across systems, processes, and service delivery
- Develop, implement and maintain Council's Information Management Framework, policies, standards and procedures, ensuring they remain current, practical and aligned to legislative and operational requirements
- Establish clear ownership, stewardship, and accountability for information assets across the organisation
- Provide expert advice to Executive and Managers on information governance, compliance obligations, risk exposure, and best practice
- Ensure compliance with the Archives Act 1982 (Tas), approved disposal authorities, privacy obligations and other relevant legislation, including lawful retention and disposal of records
- Coordinate retention, sentencing, and authorised destruction activities to ensure disposal is legally compliant, auditable, and appropriately documented
- Liaise with State Archives, regulators, auditors, and legal advisors, and support internal and external audit activities relating to information governance
- Oversee end to end lifecycle management of digital and physical records, including classification, registration, access controls, secure storage and lawful disposal practices

- Provide strategic and operational oversight of Council's Electronic Document and Records Management System and associated information platforms, ensuring effective configuration, automation, reporting and continuous improvement
- Ensure secure storage and controlled access to sensitive information including legal documents, leases, agreements, titles, and confidential records
- Provide governance oversight of Council's Electronic Document and Records Management System and associated information platforms
- Ensure information systems support modern metadata standards, automated lifecycle controls and integration with core business systems to reduce duplication, manual handling and unmanaged information
- Monitor compliance reporting, performance metrics and system usage to strengthen accountability and drive improved information management practices
- Participate in digital transformation initiatives to ensure governance, privacy and records requirements are embedded into system design and implementation from the outset
- Promote digital first practices and reduce reliance on paper and unmanaged email-based processes
- Identify and mitigate information management risks in partnership with Digital Experience and business units, contributing to business continuity, disaster recovery and alignment with Council's broader cybersecurity framework
- Lead and support Information Management Officers, providing mentoring, guidance, performance development and fostering a service focused team culture
- Develop practical guidance, tools and training to build organisational capability in contemporary information governance and digital records management practices
- Build organisational capability in modern information governance and digital records practices
- Oversee related governance activities including onboarding and offboarding controls, participation in Disposal Authority working groups, Right to Information processes, discovery and historical searches, and compliance obligations

Work Health and Safety: To take reasonable care that your acts and omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

Authority and accountability: Employees at this level are responsible for the completion of regularly occurring tasks and work under general supervision.

Judgment and problem solving: Employees use limited discretion in undertaking work as part of a team within well-established work practices and guidelines.

ORGANISATIONAL RELATIONSHIPS

Reporting Relationships

Internal – Works collaboratively with all Council teams to support governance, compliance, service delivery, continuous improvement, and digital initiatives

External – Liaises with various contractors, consultants and industry experts.

Direct Reports - This role reports to Manager Digital Experience and has Information Management Officers reporting to this position.

SKILLS, KNOWLEDGE AND EXPERIENCE

- Tertiary qualifications in Information or Records Management, Governance, or equivalent experience
- Strong knowledge of the Archives Act 1983 (Tas), disposal authorities, privacy obligations, and regulatory compliance requirements
- Demonstrated experience leading or managing an information governance or records management function
- Experience administering and optimising electronic records and information systems
- Strong understanding of lifecycle management, classification frameworks, metadata standards, and defensible disposal practices
- Experience embedding governance into integrated or digital first system environments
- Ability to interpret legislation and apply it in practical organisational settings
- Strong analytics, risk assessment, and problem-solving capability
- Ability to communicate governance and compliance requirements clearly to non-technical audiences
- Demonstrated experience supervising staff and fostering a service focused team culture
- Ability to work independently, exercise sound judgment, and influence across the organisation

Licenses

- Current driver's license
- A satisfactory Police Check is required

Desirable

- Knowledge of the local government sector and its regulatory environment
- Experience supporting digital transformation and system integration initiatives
- Experience implementing or uplifting information governance frameworks
- Experience working within cloud based or integrated enterprise platforms
- Understanding of how strong information governance supports customer experience, service transparency, and community capability