



POSITION DESCRIPTION

Coordinator Information Management & Records

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 coordinator information Management and Records 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

- Provide specialist advice, guidance, and training on information governance, records management and recordkeeping obligations within a local government environment, exercising sound judgement, initiative and risk-based decision making to resolve complex issues.
- 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.
- Manage information and records throughout their entire lifecycle, including administration of electronic document and records management system (EDRMS).
- Lead and contribute to end-to-end records management remediation and improvement activities, including digitisation of existing hardcopy records and optimisation of the information management policies and business processes.
- Engage proactively, build and sustain strategic working relationships and networks with internal and external stakeholders and the information management community, and model a best practice recordkeeping and information security culture.
- Ensure compliance with relevant legislation, security, and information governance requirements, staying informed on changes to records management legislation, policy, and emerging technologies, including the adoption of automation, artificial intelligence and other solutions to improve business outcomes.

- Promote digital first practices and reduce reliance on paper and unmanaged email-based processes.
- Work independently, balancing competing priorities while delivering high-quality outcomes that support information governance and broader team objectives.
- Build organisational capability in modern information governance and digital records practices.
- Lead and support Information Management Officers, providing mentoring, guidance, performance development and fostering a service focused team culture.
- 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.
- Undertake other duties as required/directed from time to time. An employee may be directed to carry out such duties as are within the limits of the employee's skills, competence and training.

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 management of a work unit/s and are engaged in complex programs which involved significant policy issues.

Judgment and problem solving: Employees at this level work with degree of autonomy over decision making within Council policy and statutory requirements.

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 in records management, information governance or information management within a government or regulated environment.

- Demonstrated knowledge of recordkeeping requirements, including relevant legislation, policies, standards and guidance.
- Experience administering and supporting an electronic document and records management system (EDRMS). Ability to provide accurate and practical advice on information governance and records management matters
- Strong written and verbal communication skills, including stakeholder engagement and the preparation of reports and briefing material
- Strong organisational skills with the ability to manage competing priorities and deliver high-quality outcomes with limited direction.
- Lead the development, review and delivery of information management awareness, education and training programs to improve organisational information management capability and compliance.
- Demonstrated supervisory capacity and the ability to lead a small team of professional officers in a complex regulatory environment.

Desirable

- Knowledge of the local government sector and its regulatory environment
- Experience in the application, review and development of agency-related information management policies and records disposal authority.
- Experience in dealing with confidential and sensitive issues

Licenses

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