

Position Title:	Information Management Coordinator
Award/Agreement:	TOC Industrial Agreement 2024 (and any subsequent agreement)
Classification level:	Level 8
Directly reports to:	Manager Governance and Records
Positions under Direct Supervision:	Nil

Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km². The Town has a population of approximately 10,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

OBJECTIVE OF THIS POSITION

This position leads the administration, maintenance and continuous improvement of the Town's records and information management practices, systems and compliance, and supporting information access, privacy and selected governance processes

Objective 1: Records Management

Provide specialist records and information management services to the Town to support compliance, accountability, corporate knowledge and efficient business operations, by:

- Leading the Administration and maintenance of the Town's Electronic Document and Records Management System (**EDRMS**), including security, locations, metadata, access and retention.
- Providing specialist advice and support to employees on records and information management practices, systems and obligations.
- Maintaining the Town's vital records arrangements and secure storage systems in conjunction with relevant business units.
- Overseeing and delivering inductions, training and ongoing guidance to promote consistent and compliant use of the EDRMS and associated processes.
- Leading the review of the Town's Record Keeping Plan, recordkeeping procedures and policies.
- Overseeing the classification, sentencing, archiving and disposing of records in accordance with approved retention and disposal authorities and the Town's Record Keeping Plan.
- Monitoring and promoting employee compliance with the recordkeeping and digitisation processes.
- Supporting and maintaining integration between the Town's business systems, including DataScape and the EDRMS.
- Contributing records and information management data, insights and content for corporate reporting and strategic documents where required, including the preparation of briefing documents and memos.
- Maintaining onsite records in an orderly, secure and accessible condition, whilst coordinating storage, retrieval, archiving and disposal of physical records.
- Undertaking other duties as requested by management, which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 2: Information Access & Privacy

Support the Town's compliance with information access and privacy obligations, including by:

- Acting as the Town's Freedom of Information Officer, including coordinating and processing applications, liaising with relevant business units, and drafting notices of decision under the *Freedom of Information Act 1992*.
- Lead and support the organisation's compliance with the Privacy and Responsible Information Sharing Act 2024, including interpreting legislative requirements, embedding compliant information-sharing practices, and ensuring policies, procedures, and operational processes align with statutory obligations.
- Develop, maintain, and oversee governance processes for responsible information sharing across the organisation. This includes assessing proposed data-sharing arrangements, ensuring appropriate safeguards are in place, and supporting lawful and ethical sharing of information with authorised entities.
- Provide expert advice and guidance to internal stakeholders on privacy and responsible information sharing obligations under PRIS and the Information Commissioner Act 2024. Deliver awareness activities and contribute to the development of frameworks, tools, and documentation to strengthen organisational compliance and good practice.
- Investigating and reporting on privacy incidents and complaints.
- Lead the maintenance and publishing of public-facing registers, ensuring information is accurate and in accordance with legislative requirements.

Objective 4: Occupational Health & Safety (For all Staff)

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

Objective 5: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 6: Continuous Improvement (All Staff)

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

SELECTION CRITERIA

Essential

- A high level of demonstrated knowledge of the *State Records Act 2000*, *Privacy and Responsible Information Sharing Act 2024*, and *Freedom of Information Act 1992*.
- Demonstrated knowledge of records management principles and practices
- Experience with Electronic Document and Records Management Systems (ERDMS).
- Be proficient with technology and systems (including Microsoft applications and other corporate business systems).
- Experience in a similar role.
- Excellent communication and organisational skills.

Desirable

- Experience working within local government
- Experience training staff, ideally in relation to recordkeeping.
- The ability to engage and influence staff.

REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in

Position Description).

- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position) or completion of a medical questionnaire.
- Complete a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

PROBATION

Unless otherwise stated in a Letter of Offer, this position is subject to a 6-month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

Signatures

Director	
Signature	Date

Employee	
Signature	Date