



Manager, Corporate Information Services

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| Position number | 00038130 |
| Agreement | Public Sector CSA General Agreement 2019 (or as replaced) |
| Classification | Level 8 |
| Reports to | Director, Business and Customer Services (Level 9) |
| Direct reports | Coordinator, Records Operations (Level 6) Coordinator, Recordkeeping Program (Level 6) EDRMS Administrator (Level 6) Coordinator, Information Release (Level 6) Library Manager (Specified Calling Level 2) Policy Officer Recordkeeping (Level 5) |

Context

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information and communication technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

The Business and Customer Services (BCS) Directorate supports customer objectives and outcomes by providing value for money corporate services through skilled and motivated people. The BCS aims to deliver services within an environment of standardised systems and processes.

The Corporate Information Services Branch (CIS) works to improve information quality, accessibility, reliability and security to support departmental business. The CIS is responsible for the provision of records and information management and Library services.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

The Manager, Corporate Information Services is responsible for leading and managing the Branch and providing strategic direction and specialist skills and advice in records and information management.

Leadership and Management

- Lead the strategic and operational management of the CIS.
- Manage the Library function to assist Department staff with research and access to published information sources.
- Ensure that the statutory responsibilities and operational needs of the Department are met through sound records and information management practices.
- Develop, implement, monitor and report on the Department's Record Keeping Plan and associated compliance requirements.
- Influence Business and Customer Services' strategic directions and business plans through awareness of best practice, trends and issues concerning the core functions of the Branch.
- Develop plans and systems to support/enable/monitor achievement of the Branch's vision and imperatives in alignment with Directorate objectives.
- Deploy Branch resources, including people, financial, physical and information, to ensure they are available to address the Directorate's strategic plans, contractual obligations and other organisational priorities.
- Provide leadership, supervision and performance management of staff and encourage and assist with the development and implementation of frameworks and strategies to ensure effective records and information management and library.
- Create a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department policy.
- Maintain a strong focus on customer service delivery and continuous improvement of services.
- Lead and oversee change management projects to facilitate the effective implementation of records and information management strategies.

Client and Stakeholder Management

- Provide high-order information advice and reports on complex information release, records and information management matters for informed decision making by the Minister, Director General, Deputy Director General, Director and other key stakeholders.
- Build strategic alliances with customers, stakeholders, interest groups and across EBS to enable development, acceptability and achievement of designated outcomes and to promote service capabilities.
- Support the Director with the provision of accurate and timely briefings and the preparation of parliamentary and ministerial responses.
- Represent the Directorate and/or EBS, as required, on Departmental and across Government committees and working parties.

Specialist Services

- Identify corporate and client needs for records and information management, establishing priorities and developing, implementing and reviewing strategies and plans for the capture, management, dissemination and disposal of corporate records and information in support of the Department's objectives.

- Undertake research to identify current and emerging trends and issues in records and information management and provide recommendations on information technologies and tools to address these.
- Develop records and information management policy, procedures and guidelines and administer record keeping audits to ensure that the Department complies with standards and legislation relating to creation, use, access, security, retention and disposal of corporate information.
- Assist schools, regional offices, central office and other business units to improve business processes, customer service and legislative compliance through good practice records and information management.

Selection criteria

1. Demonstrated high-level skills and experience in the provision of records and information management services at a strategic and operational level and proven ability to deliver quality and timely services.
2. Demonstrated high-level knowledge and understanding of issues, trends and technology affecting public records management and high-level experience in the interpretation and application of legislation, in particular the *State Records Act 2000*.
3. Demonstrated high-level leadership skills in managing human, physical, financial, technological and information resources and to coordinate and deliver effective strategic outcomes.
4. Demonstrated high-level verbal and written communication and interpersonal skills with the ability to build strong relationships with key internal and external stakeholders at a senior level.
5. Demonstrated high-level skills and experience in recognising opportunities to enhance product/service delivery and capitalise on these through effective change strategies and the utilisation of sound project management practices.
6. Demonstrated high-level skills and experience in achieving outcomes and delivering quality products and services consistent with customer needs and defined quality expectations.
7. Demonstrated high-level analytical and conceptual skills with the ability to provide innovative solutions to complex problems.

Eligibility and training requirements

Employees will be required to:

- possess a tertiary qualification in an information management or related discipline or equivalent relevant experience
- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 28 January 2021
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