



Senior Information Officer - Level 3 (MP120071)

Group:	Corporate Services and Transformation	Location:	East Perth - Mineral House
Division/Directorate:	Corporate Services	Supervises:	0
Branch:	Information Management Services	Reports to:	Coordinator Information Management Operations
Section:	Service Delivery		

Operational Context

The Information Management Services Branch provides leadership, direction, advice and support to facilitate information access and management across the department. The branch supports all departmental employees to comply with their legal obligations for information and records management by; maintaining and implementing the department's approved Record Keeping Plan, monitoring information and records management practices, and developing and delivering quality systems, training and coaching.

Role Overview

This position undertakes a range of information management services and provides training to support the department's, business processes and digital services. The role provides support to internal clients to ensure digital and non-digital records are managed in line with internal policy, procedures and external requirements and also processes information assets through their end-to-end records lifecycle to meet departmental and legislative requirements.

Building Leadership Impact as a Personal Leader

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles.

Leadership in this position is about the work of individuals who make a direct and immediate difference to the agency, with personal accountability for delivering excellence.

Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Identifies, investigates and resolves mail, document and file issues and responds to the more complex queries.
- Supports the Coordinator with information and records management system, processes and services.
- Contributes to the development and implementation of team processes and procedures to support operational and legislative requirements with a focus on continuous improvement.
- Provides advice, support and training in information management systems, processes and procedures.
- Monitors and reports on the integrity, quality and accuracy of information stored in the EDRMS undertaking quality assurance reviews and applying fixes to the information and metadata in accordance with established standards and procedures.
- Provides information management services to meet client objectives in accordance with agreed service delivery levels.
- Assists with records management compliance audits, enquiries and projects relating to end-to-end lifecycle management of records.
- May be based at an alternate metropolitan site.

Corporate Responsibilities

The following outlines departmental responsibilities:

- Acts ethically and supports others to do the same, in line with the departments Values and the Code of Conduct.
- Takes reasonable care to protect your own safety, health and wellbeing at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all applicable work health and safety laws.
- Performs other duties as directed.

Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Sound knowledge in Records or Information Management Practices/Principles and an ability to apply legislative requirements.
- Demonstrated experience in using an Electronic Document Records Management system (EDRMS).
- Ability to collect and analyse information, problem-solve and make decisions ensuring attention to detail and accuracy.
- Demonstrated communication skills and experience in clearly explaining information and providing assistance training and feedback to a diverse audience.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Personal Leader](#), the following outlines those that are required to undertake this role:

- **Lead Adaptively** - You are continually learning and adjusting your approach to be effective in the changing work environment.
- **Build Capability** - You provide technical and professional support to your peers, making time to mentor others in your team.
- **Embody The Spirit of Public Service** - You complete your work practices in accordance with the policies and procedures of your work area, seeking clarification and guidance as necessary.
- **Deliver on High Leverage Areas** - You identify the tasks and priorities of your work that are in line with the priorities of your team.
- **Dynamically Sense The Environment** - You seek to understand issues and problems before reacting and discuss them thoughtfully with your team.
- **Think Through Complexity** - You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise.
- **Lead Collectively** - You proactively build strong working relationships with members of your team and use these relationships to achieve your objectives and deliverables to a high standard.

This position reports to:

Coordinator Information Management Operations
Position No: 00104000 Classification: L4

Positions reporting to this Role:

This position has no direct reports

Position Conditions:

The following outlines pre-employment assessments and ongoing conditions and requirements:

- Nationally Coordinated Criminal History Check

Approved Date

17-FEB-2026

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