



Title	Records Management Coordinator	Classification	Level 6
Number	946554	Group	Corporate Support
Reports to	Information Management and Records Manager	Division	Office of the Commission
Supervises	7	Section	Information Management and Records

Commission Overview

The Insurance Commission of Western Australia (Insurance Commission) is a Government Trading Enterprise that provides motor injury insurance to Western Australian motorists and manages the self-insurance arrangements of the Western Australian Government through its Government Insurance division. The Insurance Commission also invests and manages funds to meet insurance liabilities, and advises Government on insurance.

Our Values

We are committed to a high performance culture which values accountability, professional integrity and respect.

Business Unit Overview

The Office of the Commission provides strategic and executive support to the Chief Executive and the Board of Commissioners and coordinates corporate governance and risk, legal services, corporate communications and stakeholder relations, and policy and research consistent with the organisation's purpose and direction.

Position Overview

Lead and enhance the organisation's recordkeeping function by translating the Information Management Strategy into operational excellence. This role owns the Recordkeeping Plan lifecycle, document and information management, retention and disposal programs, and Electronic Document and Records Management System (EDRMS) governance, ensuring compliance with the State Records Act 2000, State Records Commission Standards, and whole-of-government guidance. The position also drives continuous improvement, risk management, and innovation in records management practices.

Position Responsibilities

- Lead and develop the records management team, fostering a culture of collaboration, accountability, and professional growth.
- Ensure compliance with WA public sector recordkeeping obligations, including State Records Act 2000, retention/disposal schedules, and archives transfer.



- Maintain audit readiness and implement robust controls for recordkeeping compliance.
 - Contribute to the development and review of the Information Management Strategy.
 - Identify and implement opportunities for process improvement and digital transformation.
 - Oversee EDRMS configuration, metadata/thesaurus management, integration, permissions, audit trails, and change management aligned with WA digital records guidelines.
 - Partner with business units to embed recordkeeping requirements in projects and systems.
 - Develop and deliver training programs to build organisational capability in records management.
 - Identify and mitigate risks related to records management, including data security and compliance breaches.
 - Monitor and report on compliance, service delivery, and operational performance using defined KPIs.
 - Actively work within a supportive team environment that embraces collaboration, change, innovation, and quality customer service.
 - Contributes to a positive work environment that reflects the values of the Insurance Commission.
 - Collaborate across the Information Management function to ensure best practice information management principles and processes are embedded.
-

Corporate Responsibilities

- Exhibits accountability, professional integrity and respect consistent with the Insurance Commission's Values and Code of Conduct, and the public sector Code of Ethics.
 - Ensures all correspondence is to a professional standard consistent with the style guide.
 - Performs other duties as directed.
-

Work Related Requirements

Capability to:

1. Lead a multi-disciplinary records team, ensuring compliance with record keeping obligations.
 2. Engage with stakeholders and business areas to embed recordkeeping requirements in projects and business systems.
 3. Apply a deep knowledge of records management, including recordkeeping plans, retention and disposal, and document management.
 4. Effectively oversee the administration and governance of the EDRMS.
-



Pre-employment requirements

- A satisfactory National Police Clearance no more than six months old
 - 100 point identity check
 - Satisfactory evidence of Australian residency status or the right to work in Australia
 - Satisfactory evidence of essential qualifications or Professional Memberships (where applicable)
-

Award/Agreement

Government Officers (Insurance Commission of Western Australia) Award 1987

Government Officers (Insurance Commission of Western Australia) General Agreement 2024

Certification

Approved by the delegated authority and registered on:

17 April 2026