



Information Management Engagement Coordinator

Position No:	00027311
Classification	Level 5
Division:	Business and Corporate Services
Directorate:	Information Management
Reports to:	Information Management Business Support Team Leader, 00026043, Level 6
Direct reports:	0
Leadership Context:	Personal Leadership

Position Overview

The Information Management Engagement Coordinator is responsible for developing, implementing, and managing fit for purpose training and engagement programs related to information management across the agency. The role works within the Information Management Engagement and Business Support function to ensure all staff are proficient in information management practices, policies and technologies contributing to the agency's overall efficiency and compliance.

Responsibilities

- Deliver training to department staff across all locations, on the electronic document and records management system (EDRMS) and other information management systems, including responsibilities, principles and processes.
- Coordinate the design, promotion and delivery of a range of learning and engagement programs and initiatives to promote information management awareness and best practice across the department.
- Evaluate and review information management learning and engagement programs to adapt to changing needs and demand, ensuring compliance with procedural and timeline constraints.
- Undertake extensive research and analysis in business processes to embed effective information management, formulate recommendations and engage business to implement suggested improvements.
- Analyse patterns, trends, and connections to leverage and promote compliant, efficient and effective information usage across the department.
- Assist staff and senior officers to understand the advantages of information sharing and their responsibilities, enhancing awareness and capability for responsible information sharing throughout the organisation.
- Understand user experience is central to the successful implementation of information

technologies and processes.

- Use a broad range of learning delivery techniques to build learner skills and knowledge.
- Evaluate and monitor the performance of information management learning and engagement activities and prepare reports for business on success, progress and outcomes.
- Evaluate opportunities, trends, and risks to effectively support line management in initiating change and innovation across teams, particularly in information management training and engagement.
- Undertake other duties as required within the scope and capabilities of the position.
- Demonstrate professional and ethical workplace behaviours in alignment with the Department's Code of Conduct and Values. This includes ensuring work practices and behaviours foster an equitable, diverse, and inclusive work environment and support a safe and health workplace in accordance with Work Health and Safety legislation.

Essential Requirements

- Demonstrated experience in delivering training to adult learners, emphasising adult learning principles and techniques.
- Demonstrated ability in conducting training needs analysis and designing targeted training and development programs to achieve effective outcomes, with a strong emphasis on customer service.
- Well-developed conceptual, analytical and research skills, with demonstrated ability to summarise complex information into clear, concise written instructions, reports and recommendations.
- Demonstrated ability to think creatively, innovate and propose effective solutions and improved work practices.
- Strong written, verbal, presentation and interpersonal communication skills with the ability to liaise with staff at all levels on information management concepts.
- Demonstrate the behaviours within the leadership context as outlined below.

Desirable Requirements

- This position does not have any desirable requirements.

Special Requirements

- This position does not have any special requirements.

Mandatory Pre Employment Requirements

- All positions within the Department require the occupant to have a Nationally Coordinated Criminal History Check (NCCHC) conducted with a satisfactory outcome.
- A pre-employment Conflict of Interest will be completed and assessed prior to appointment.

Workplace Behaviours and Expectations

The Department's [Code of Conduct](#) sets out the professional behaviours that we expect of our employees and consistent with our departmental values.

The [Public Sector Commission's Leadership Expectations](#) provide a clear understanding of expected leadership behaviours and associated mindsets for all public sector employees. The expected behaviours (see below) should be demonstrated in the context of [Personal Leadership](#) for this position.

Lead collectively	Seek and build key relationships, work together and focus on the greater good
Think through complexity	Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks
Dynamically sense the environment	Be in tune with the political, social and environmental trends that impact the work, understand and recognise the needs of others and leverage relationships for desired outcomes.
Deliver on high leverage areas	Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
Build capability	Proactively develop others, share learning to promote efficiency and effectiveness, and champion diversity and inclusion
Embody the spirit of public service	Display empathy, compassion, humility and integrity, and a genuine passion for the work, demonstrate a responsibility to Western Australians, and work in the interests of the public good
Lead adaptively	Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts

Further information can be obtained from looking at the [behaviour descriptors](#).

Our Vision and Values

To respect the past, to create opportunities today and to plan for the future.

Our values shape our attitude and actions, guiding us both personally and professionally.

Respect	We respect that our work is personal to our stakeholders and that every piece of land and site has a story.
Collaboration	We engage and collaborate to build prosperous places and connected communities.
Integrity	Our ethics and integrity guide our actions with every piece of land, site and opportunity to enable us to deliver great outcomes for Western Australia.
Innovation	We enable innovation, implementing innovative approaches to the way we work to create value for our stakeholders.
Professionalism	Our professionalism empowers us to use our specialised knowledge and skills to deliver our work to the highest standards.
Accountability	We work in the interest of the public and take responsibility for our actions and decisions.

Acknowledgement of Country

The Department of Planning, Lands and Heritage acknowledges the Aboriginal people as the traditional custodians of Western Australia. We pay our respects to the Ancestors and Elders, both past and present, and the ongoing connection between people, land, waters, and community. We acknowledge those who continue to share knowledge, their traditions and culture to support our journey for reconciliation. In particular, we recognise land and cultural heritage as places that hold great significance for Aboriginal people.

Registration Date	26 November 2025	Registering Officer	Erika Booth <i>Erika Booth</i>
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