



Job Description Form

Generic - Information Release Support Officer

Knowledge Management Branch

POSITION DETAILS

Classification Level: 3
Award/Agreement: PSA 1992 / PSGOGA 2017
Position Status: Temporary
Organisation Unit: Corporate Services Division, Knowledge, Information & Technology Directorate
Physical Location: Perth CBD

REPORTING RELATIONSHIPS

Responsible to: Team Leader Information Release & Litigation Management, Level 6

THIS POSITION: Generic - Information Release Support Officer – Level 3

Direct reports:

OVERVIEW OF THE POSITION

The Knowledge Management Branch is responsible for information governance and strategy, information management, information release to external parties in accordance with legislation, processing Freedom of Information applications and the management of responses to legal actions against the Department, in partnership with the State Solicitor's Office and RiskCover.

The position has been established to assist with the management of responses to Redress applications and civil litigation in regard to historical child sexual abuse.

Reporting to the Team Leader Information Release & Litigation Management, the Information Release Support Officer provides support to the team with the management and release of information to external parties, in accordance with legislation, including under the *Freedom of Information Act 1992*.

The position is required to manage a diverse range of tasks, including the preparation of confidential and sensitive correspondence and information, conducting document and information searches, supporting team members with the release of information to external parties, administrative support for meetings/committees, file and issues tracking and maintenance of registers.

JOB DESCRIPTION

As part of the Information Release and Litigation Management team, the successful applicant will be expected to:

- Maintain focus on the Department's goals concerning safety, security and rehabilitation;
- Work to improve communication and model integrity and respect in all interactions;
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity;
- Operate within chain of command facilities to coordinate activities required to meet the Department's strategic objectives;
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.

ROLE SPECIFIC RESPONSIBILITIES

- Provides a professional level of administrative support within an environment of competing priorities and constant adjustment.
- Maintains an accurate and effective tracking and recording system to ensure litigation matters are actioned in a timely manner and to a high standard
- Prioritises and assesses incoming and other confidential correspondence, files and information.
- Assists with the investigation, research and responses to requests for information from external parties.
- Prepares briefings and draft replies to correspondence on information release and litigation matters.
- Undertakes document and information searches ensuring any relevant briefings and background papers are collated and disseminated as required.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

JOB RELATED REQUIREMENTS

In the context of the roles specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to; understand the reasons for decisions made within the division and be able to explain how they are related to their work, identify issues that may impact on the achievement of goals and

inform supervisor, utilise knowledge of the work environment to contribute to planning activities, draw information from a variety of sources and apply common sense to analyse what information is important/relevant are all important for this role.

Achieve Results

The ability to; reschedule and reorganise work to reflect changes in priorities, demonstrate knowledge of new programs, plans or services that are relevant to the position, maintains accurate records and files; and, ensure that tasks are completed within allocated timeframes are all fundamental to this role.

Builds Productive Relationships

The capacity to; build and maintain relationships with senior management colleagues and clients, share information with stakeholders and seek input from others to inform team discussions, ensure that relevant/important information is shared where required, treat people with respect and courtesy and to act on constructive feedback are requirements for this role.

Exemplifies Personal Integrity and Self-Awareness

A commitment to; adhere to the Code of Conduct in all interactions, behave in a honest professional and ethical way, check and confirm the accuracy of all information prior to release, take responsibility for the completion of work and seek guidance where necessary, stay calm under pressure and not react personally to criticism, acknowledge mistakes and learn from them, meet agreed performance levels and seek and accept supervisor feedback and guidance are all important for this role. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

Communicates and Influences Effectively

An ability to; structure messages clearly and succinctly orally and in writing, gain a clear understanding of others comments by actively listening and asking questions to ensure understanding – checks that own views have been understood and able to discuss issues thoughtfully without becoming aggressive are requirements for this role.

Role Specific Criteria

- Demonstrated experience in the provision of a comprehensive range of administrative and research support activities in a demanding and dynamic office environment with multiple competing priorities and strict deadlines.

SPECIAL REQUIREMENTS/EQUIPMENT

Nil

CERTIFICATION

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

DIRECTOR GENERAL

Signature: _____ Date: _____

HR CERTIFICATION DATE: _____