



Consultant Recordkeeping

Corporate Information Services

Position number	Generic
Agreement	Public Service and Government Officers CSA General Agreement 2017 (or as replaced)
Classification	Level 5
Reports to	Coordinator, Record Keeping Program (Level 6)
Direct reports	Nil

Context

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of clients 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 works to improve information quality, accessibility, reliability and security to support departmental business and is responsible for the provision of records management, Freedom of Information (FOI) and Library services.

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Key responsibilities

Specialist Services

- develops and provides training and awareness in Records Management and recordkeeping responsibilities to ensure consistency and accuracy in relation to the Department's Recordkeeping Plan and Policy
- assists with the promotion of records awareness, records management and available training state-wide
- provides state-wide consultancy and advice to Departmental staff on the requirements of the *State Records Act 2000* and improving business processes through better information management
- conducts business process analysis with respect to the consultancy services required by clients and designs correspondence management workflow for business units
- resolves information management issues and problems within the scope of the Department's policies, procedures and practices in relation to the Recordkeeping Plan

- monitors and identifies trends and issues which impact initiatives relevant to the functions and activities associated with the Recordkeeping Plan and related Acts, legislation and guidelines.

Branch Support

- assists with the development and implementation of state-wide Records Management systems in electronic and hardcopy mediums
- develops and provides training and on-going support in the Electronic Document and Records Management System
- provides on-going support for records management
- aligns activities and outputs to the vision and objectives of the section and to the needs of the Department
- provides support and assistance to ensure achievement of performance targets and standards within the team
- contributes to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and Education Business Services goals and facilitates accomplishment of designated roles and deliverables
- contributes to change management projects relevant to the Branch
- represents the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- assists in developing and implementing training resources, including policies, procedures, guidelines and checklists, for specific end-users which are disseminated via the intranet
- provides routine advice, interpretation and accurate and timely information to the Coordinator Record Keeping Program and senior management with respect to customer service and other recordkeeping matters
- identifies trends or issues in customer experience, provides solutions and assists in implementing resolutions
- maintains a focus on customer service delivery and continuous improvement of services
- develops and maintains effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated practical experience with an Electronic Document and Records Management System and the ability to design and deliver training programs, workshops and presentations.
2. Demonstrated practical knowledge and understanding of the legislative framework governing state government recordkeeping.
3. Demonstrated well developed analytical and conceptual skills, including the ability to provide innovative solutions to strategic and complex problems and issues.
4. Demonstrated well developed verbal, written and interpersonal skills with an ability to liaise effectively with individuals at all levels and prepare clear and concise reports.
5. Demonstrated well developed organisational skills with the ability to analyse, develop and assess priority activities and meet agreed targets.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment

- hold or obtain a current Class C Western Australian Driver's Licence
- 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 1 March 2019
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