



# Job Description Form

## Generic Information Management Officer

### Knowledge Management

#### Position details

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Classification Level: 3

Award/Agreement: PSA 1992 / PSGOGA 2019

Position Status: Permanent

Organisation Unit: Corporate Services Division, Knowledge, Information & Technology Directorate

Physical Location: Perth CBD

#### Reporting relationships

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Responsible to: Team Leader (Various) – Level 5

**This position: Information Management Officer - Level 3**

Direct reports: NIL

#### Overview of the position

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The Knowledge, Information and Technology (KIT) directorate is accountable for the provision of services and technology that support strategic and operational processes across the Department of Justice, enable information to be leveraged effectively and ensure the Department's investment in technology is optimised.

Reporting to the Team Leader, the Information Management Officer assists with the management of departmental records, information and records management systems to ensure the effective and efficient storage, security, retrieval and disposal of information.

This position undertakes records management projects as required and assists in the ongoing maintenance and improvement of policies, processes and procedures to ensure ongoing compliance with legislation and security and confidentiality standards.

#### Job description

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As part of the Operational Information Management team, the successful applicant will be expected to:

- 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 the chain of command 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**

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- Assists with the management of departmental records, information and records managements systems to ensure the effective and efficient storage, security, retrieval and disposal of information;
- Ensures compliance with all legislative requirements and security and confidentiality standards.
- Provides advice to staff in relation to records and information management activities and enquiries;
- Assists with the provision of support to Departmental staff for the creation, storage and use of information.
- Assists with the delivery and training for staff to ensure a quality and consistent customer service.
- Undertakes records management and information projects as required.
- Supports the operations of the Knowledge Management Branch by actively contributing to discussion around emerging issues and trends, and acts as a positive change agent, promoting continuous improvement in a multi-disciplinary environment of reform.
- Provides administrative support to Team Leaders
- Orders and maintains stationery and equipment on an online purchasing system
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

#### Health Information Management Team Specific responsibilities:

- Assists with the release of health information in accordance with the Department's Health Services policy including the provision of copies of medical records in response to Freedom of Information, subpoena and coronial enquiries.
- Assists with inspections and audits to maintain appropriate standards of medical records.

#### Archival Information Management Team Specific Responsibilities:

- Reviews inactive files for disposal and administers the processes for archiving, off-site and local storage of business records against approved retention and disposal authorities.
- Sentences active and semi-active files for retention and final disposal action.

#### Administrative Information Management Team Specific Responsibilities:

- Undertakes the receipt, registration and processing of incoming correspondence.

#### Offender Information Management Team Specific Responsibilities

- Assists with all legislative requirements relating to the creation, capture, retention, processing and release of offender information.
- Processes the requests, retrievals and receipt of community offender records

### **Job related requirements**

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In the context of the role 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 knowledge of the relevant legislative requirements relating to recordkeeping.
- Experience with records and information management including software and supporting technologies.

### **Special requirements/equipment**

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Valid C class Drivers Licence

Willing to travel within metropolitan area to complete work where required

Ability to lift maximum of 16 kg

### **Certification**

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

Director KIT

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR certification date: November 2019