



Job Description Form

Generic Information Management Support Officer

Knowledge Management

Position details

Classification Level: 2

Award/Agreement: PSA 1992 / PSGOGA 2019

Position Status: Permanent

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

Physical Location: Perth CBD

Reporting relationships

Responsible to: Team Leader (Various) – Level 5

This position: **Information Management Support Officer - Level 2**

Direct reports: NIL

Overview of the position

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 Support Officer assists the Information Management Officer with the daily management of records and information to meet security, confidentiality and legislative requirements and enable the effective and efficient accessibility to records across the department.

The Information Management Support Officer will undertake a range of information and records management activities to ensure all corporate, offender and health information and records are captured, classified, maintained, filed or scanned and retrieved in accordance with the Departments recordkeeping plan, policies, processes and procedures.

The Information Management Support Officer will undertake records management projects as required and will contribute to improving the delivery of information and records management.

Job description

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

- Always consider the unique risks associated with the Department's activities when undertaking all duties
- Communicate effectively, 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 Department's chain of command to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively with staff in other directorates and within the division to achieve common goals and best practice and facilitate business improvements as appropriate, demonstrated analytical problem solving skills, customer focus and alignment with Departmental strategic objectives
- Drive and support organisational change and continuous improvement by actively contributing to achieve the Department's vision, mission and priorities
- Support cultural and management reforms within the Department.

Role specific responsibilities

Undertakes a range of information management activities including:

- Records creation (including electronic and paper files), registration and classification of information and records in accordance with policies, processes and procedures to ensure that information and records management, storage and security is in accordance with legislative requirements and security and confidentiality standards.
- General information management activities including scanning, indexing and quality assurance of scanned documents, storage, retrieval, disposal and general maintenance.
- Maintaining regular record audit trails and tracking
- Responding to enquiries relating to general records and information management, including offender information in accordance with policies, procedures and legislative requirements;
- Provision of support to Departmental staff for the creation, storage and use of information.
- Supporting the Operational Information Management team by actively contributing to discussion around emerging issues and trends, and acting as a

positive change agent, promoting continuous improvement in a multi-disciplinary environment of reform.

- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Health Information Management Team Specific responsibilities:

- Preparing medical records for scanning.
- Scanning and indexing of medical records.
- Under direction, conducting quality assurance and quality improvement on scanned/indexed documents

Archival Information Management Team Specific Responsibilities:

- Evaluation and preparation of records and information for retention and disposal; including the maintenance of records management schedules in accordance with business needs;

Administrative Information Management Team Specific Responsibilities:

- Assists with processing incoming and outgoing correspondence;

Offender Information Management Team Specific Responsibilities

- Assists with processing information retrieval requests and identifying and investigating discrepancies, researching and sourcing additional information to ensure completeness and accuracy of information retained.
- Responds to requests for specific Offender Information in line with policies and procedures to meet legislative requirements.

Job related requirements

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 Department's values and objectives how they are relevant in assigned work, and to work under direct supervision to meet timelines and priorities.

Achieve Results

The ability to see tasks through to completion; rescheduling and reorganising work to reflect changes in priority. Applies own expertise to work tasks, learn new products and services and maintain accurate records and file.

Builds Productive Relationships

The capacity to respond under direction to changes in client needs and expectations, manage progress and keeps clients informed and provide prompt and courteous service, as well as the capacity to recognise the value of individual differences and work styles.

Exemplifies Personal Integrity and Self-Awareness

A demonstrated commitment to adhere to the Code of Conduct, behave honestly and ethically. Applies self to meet objectives, stay calm and professional under pressure, and provide accurate information to others. Provides accurate information, checks and confirms accuracy prior to release. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.

Communicates and Influences Effectively

The ability to explain information using language appropriate to the client while limiting the use of jargon, listen and ask questions to ensure understanding and to confirm that the message has been understood and to discuss issues calmly.

Role Specific Criteria

- Relevant experience with records and information management including software and supporting technologies
- Good knowledge of the relevant legislative requirements relating to recordkeeping

Special requirements/equipment

Valid C class Drivers Licence

Willing to travel within metropolitan area to complete work where required

Ability to lift maximum of 16 kg

Certification

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