

Coordinator Records Operations

Corporate Information Services

Position number	00011840
Agreement	Public Service and Government Officers CSA General Agreement 2017 (or as replaced)
Classification	Level 6
Reports to	Manager, Corporate Information Services (Level 8)
Direct reports	Senior Records Officer x3 (Level 4) Switchboard Officer x2.5 (Level 1)

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

- provides timely advice and consultancy to staff on records management issues, including disposal requirements
- liaises with schools and oversees identification and preservation of school archives
- manages mail collection, preparation and lodgement service contract for Central Office and various Departmental metropolitan sites
- manages projects and financial resources related to Records Operations, including monitoring and reporting on expenditure and budgets
- ensures storage of inactive records is compliant with the Common Use Arrangement for Storage, Retrieval, Destruction of Paper and Electronic Records and Departmental policies
- develops, implements and reviews policies and procedures for Central Office that relates to classification, disposition, mail and distribution and ensures that all documentation is in compliance with legislation and Departmental recordkeeping policies and procedures
- ensures that the Department provides professional switchboard services to incoming calls.

Branch Support

- leads and manages the Records Operations and Switchboard teams
- monitors the quality of classification, disposition and client liaison and support functions to identify areas of improvement
- provides regular reports on service performance to senior management
- monitors and manages staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements, Departmental policy
- manages staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy
- assists in ensuring compliance with the Branch and Directorate policies, procedures and standards
- 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

- fosters a commitment to excellence in service delivery, high performance and accountability
- 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 well developed leadership and management skills in a large and diverse records management environment.
2. Demonstrated well developed analytical and conceptual skills, including the ability to develop innovative policy and procedures.
3. Demonstrated well developed oral, written and interpersonal communication skills with an ability to liaise effectively with individuals at all levels and provide an effective and efficient customer service.
4. Demonstrated well developed knowledge of issues and trends affecting public records management and experience in the interpretation and application of legislation, in particular the *State Records Act 2000*.
5. Demonstrated well developed project and financial management skills.

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
- be eligible for professional membership to the Records Management Association of Australasia
- 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 12 July 2019
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