



Information Access Officer

Corporate Information Services

Position number	00038376
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 3
Reports to	Coordinator Information Access (Level 6)
Direct reports	Nil

Context

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information communication and technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

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.is responsible for the provision of records management, Freedom of Information (FOI) and Library services.

Visit education.wa.edu.au for more information about the Department of Education.

Key responsibilities

Specialist Services

- Assist the Coordinator, Information Access with case management of direct release of information and freedom of information (FOI) requests, including identifying documents and appropriate decision makers.
- Provide routine advice to telephone and email enquiries from the public and Departmental staff about access to Department's information.
- Maintain the Department's database of FOI applications (FOItrack).
- Research and analyse information release issues under direction of the Coordinator, Information Access.
- Assist in developing, preparing and maintaining training material, reports, procedures manuals and sample letters.
- Assist the development and review of the Department's Information Statement under direction of the Coordination, Information Access.
- Assist the Coordination, Information Access in communications with managers and principals in regard to access to the Department's information.
- Assist with review and maintenance of published information in relation to Freedom of Information and information access.
- Ensure requests, correspondence and other documentation is filed electronically and kept up to date so that management and reporting requirements are met.

Branch Support

- Participate in performance management activities to ensure development meet personal goals and business needs.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and BCS goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.

Customer and Stakeholder Liaison

- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated sound knowledge and understanding of legislation regarding access to government information, including *Freedom of Information Act 1992*.
2. Demonstrated knowledge and experience of records management principles and concepts and experience with information systems, including databases, electronic documents and records management system.
3. Demonstrated sound verbal and interpersonal communication and customer service skills, including the ability to provide appropriate advice and high quality customer service.
4. Demonstrated sound written communication skills, including experience in formulating and/or structuring reports and letters.
5. Demonstrated sound organisational skills, including ability to use initiative, solve problems and prioritise tasks effectively.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- 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 3 July 2020
Reference D20/0331488