



## Records Officer

### Corporate Information Services

<b>Position number</b>	Generic
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2022</a> (or as replaced)
<b>Classification</b>	Level 2
<b>Reports to</b>	Senior Records Officer (Level 4)
<b>Direct reports</b>	Nil

#### Context

The Business and Customer Services (BCS) 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](http://education.wa.edu.au) to find out more information about the Department of Education.

#### Key responsibilities

##### Specialist Services

- Conduct searches for records and information across various internal databases and external service provider databases for stakeholders.
- Classify subject matter for the purpose of creating new files and documents using an Electronic Document and Records Management System (EDRMS).
- Process records for offsite storage or disposal in accordance with records management policies and procedures, including appraisal and sentencing of records, allocating correct retention and disposal schedule, updating disposal statuses using EDRMS and moving archive boxes of up to 16kg.
- Undertake duties associated with tracking and updating of EDRMS, including file audits and transfer of records.
- Undertake mail processing, including receipting, sorting and dissemination of documents.
- Comply with information security policies and procedures to ensure information is supplied appropriately.

### **Branch Support**

- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and Education Business Services goals.
- Participate in, and contribute, to records management projects.

### **Customer and Stakeholder Support Liaison**

- Provide advice to staff on routine matters relating to the capture, archiving and disposal of Department records.
- Maintain a focus on customer service delivery and continuous improvement of services.

### **Selection criteria**

1. Demonstrated ability to accurately appraise, classify and sentence records.
2. Demonstrated good communication with the ability to provide information clearly and concisely.
3. Demonstrated good interpersonal skills with the ability to work effectively and constructively as part of a team.
4. Demonstrated good planning and organisational skills, including the ability to prioritise tasks and work within agreed timelines.

### **Eligibility and training requirements**

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- hold a current C class driver's licence
- undertake travel within the metropolitan and regional areas of Western Australia
- complete training in manual handling
- complete the Department's induction program within 3 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 6 months of appointment
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

### **Certification**

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

### **ENDORSED**

Date            21 July 2023  
Reference     D23/1098279