

# JOB ROLE STATEMENT

## RECORDS SERVICES SUPERVISOR LEVEL 5

DIRECTORATE FINANCE AND COMMERCIAL SERVICES  
BRANCH INFORMATION MANAGEMENT

POSITION NO VARIOUS

### KEY RESPONSIBILITIES

Supervise the delivery of Records services and operations including the functionality of the Electronic Document Management System (EDMS). Provide advice and specialist support to the Information Manager (IM) with the development and implementation of policies, standards and procedures in accordance with Main Roads' requirements.

### KEY DELIVERIES

#### Supervision

- Supervise the Central Records Section to ensure provision of highly responsive and efficient records management services including daily operations, processes and procedures, human resources, invoice payments and rosters.
- Supervise employee behaviour, performance and development.

#### Service Delivery and Management

- Provide advice and specialist support to the IM with the development and review of Records policies and procedures in accordance with Main Roads' requirements.
- Provide advice and specialist support to the IM with the development, implementation, review and application of the Main Roads Record Keeping Plan and associated documentation, including the Retention & Disposal Schedule, Disaster Recovery and Management Plan and Codes of Practice for the Management of Contract Records.
- Develop and maintain records classification system, including the business classification, thesaurus and corporate dictionary to reflect Main Roads current functions.
- Manage storage and archiving of records in accordance with the approved standards.
- Manage the security, access, safe custody of confidential and legal records.
- Manage onsite and offsite storage of records in accordance with the Recordkeeping Plan.
- Co-ordinate Central Records' Intranet site.
- Identify and facilitate business improvements through records management practices and technologies that enable ongoing efficiencies in the delivery of Records services.

#### TRIM Management and Training

- Manage the review, testing and enhancement of EDMS.
- Provide advice and specialist support to the EDMS Administrator function including facilitating systems audits, upgrades, maintaining system integrity and reporting.
- Liaise with vendors and IT support personnel regarding maintaining, updating and testing software and equipment associated with EDMS.
- Liaise with users to identify and assess new requirements for implementing into EDMS and identify opportunities for improvement to business processes through emerging technologies.
- Facilitate appropriate training of Records staff to ensure Branch operational compliance with established policies and procedures.
- Facilitate an ongoing corporate training programme in EDMS and records management for Records Officers and Records customers.
- Facilitate the development and improvement of online training courses.

#### Stakeholder Relationships

- Liaise with external organisations, including the State Records Office, State Archives, TRIM User Group WA (TUGWA), Department of Treasury and Finance, and Records & Information Management Professionals Australasia (RIMPA).
- Liaise with external suppliers regarding storage management, records stationery, archives management, equipment.
- Attend internal and external meetings in order to represent the Section.
- Attend to and resolve user complaints in a customer focused manner.

### SAFETY, HEALTH AND WELLBEING (SHW)

Responsible for active participation and performance to SHW standards as detailed by the Main Roads' Safety, Health and Wellbeing (SHW) Management System - refer to "SHW Role and Responsibilities Procedure" on 'iRoads' intranet.

### LOCATION

Main Roads is a regionalised organisation with key delivery centres operating from the Kimberley to the Great Southern regions, including the metropolitan area. The incumbent of this position may be required to undertake a role in a region for a period of time.

### DYNAMIC RESOURCING

The incumbent of the position may be required to perform any other role within the incumbent's level of skill, competence and responsibility as directed by the Managing Director of Main Roads to meet the organisation's objectives and the incumbent's development.

### REPORTING RELATIONSHIPS

*This position reports to:*

(A) TITLE AND LEVEL  
INFORMATION MANAGER

LEVEL 6

POSITION NO  
P0057253

# RECORDS SERVICES SUPERVISOR LEVEL 5

**POSITIONS UNDER DIRECT SUPERVISION**

List the position numbers, titles and levels of positions directly supervised

TITLE and LEVEL	POSITION No	CATEGORY	NUMBER
Senior Service Delivery Officer	LEVEL 4	Salaried, Wages	various
Senior Retention and Disposal Officer	LEVEL 4		various
TOTAL			various

**ALL POSITIONS UNDER CONTROL**

State number of positions only

**SELECTION CRITERIA- SHOULD BE ADDRESSED IN THE CONTEXT OF THE ROLE****ESSENTIAL:**

- Considerable skill, knowledge and experience in:
  - supervision, including the supervision of employee behaviour, performance and development
  - contemporary records management practices including the use of electronic document and records management systems
  - research, analysis and problem solving
  - provision of customer focused service
  - building and enhancing stakeholder relationships
  - written communication, report writing
- Knowledge of:
  - emerging records trends and technologies
  - policies and practices on Work Health and Safety (WHS), and on EEO, diversity and equity

**DESIRABLE:**

- A Diploma in Business (Recordkeeping).

**CERTIFICATION**

1. The details contained in this Job Role Statement have been reviewed and conform to Main Roads guidelines.

SIGNATURE

BRANCH/SECTION HEAD

DATE

17/03/25

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

SIGNATURE

EXECUTIVE DIRECTOR FINANCE AND COMMERCIAL SERVICES

DATE

18/03/2025

3. The details contained in this document have been reviewed and conform to Main Roads guidelines.

SIGNATURE

EXECUTIVE DIRECTOR HUMAN RESOURCES

DATE

19/3/25