



## Job Description Form

### Position Information Management Officer

Position: 00709808

Classification: Level 2

<b>Business Unit</b>	Information Services
<b>Location</b>	Perth – CBD
<b>Award</b>	Public Service Award 1992
<b>Agreement</b>	Public Sector CSA Agreement
<b>Reports to</b>	Level 5 Information Services Manager
<b>Direct Reports</b>	Nil

The Department of the Registrar provides administrative support and infrastructure to the Western Australian Industrial Relations Commission (the Commission). The Commission resolves disputes concerning industrial matters relating to the work, privileges, rights or duties of employers or employees.

The Department also provides the administration, advice and support to enable the general community, employee and employer associations, industrial practitioners and government agencies to make applications to the Commission, the Industrial Magistrates Court and the Industrial Appeal Court.

Our values define who we are, how we communicate, interact and work together and underpin everything we do.

**Integrity and accountability | Respect and inclusiveness | Customer service excellence**  
**Innovation and continuous improvement | Collaboration and team spirit**



## Position Summary

The Information Management Officer is responsible for undertaking a range of information management activities to service customer needs and meet the Department's objectives, ensuring compliance with legislation, standards and the Department's Record Keeping Framework. In addition, the position assists with the administration of the electronic document and records management system (EDRMS) and undertakes various ad hoc tasks and assignments as delegated by the Manager.

## Leadership Expectations

We believe all our people are leaders irrespective of their role. We are committed to building the leadership capability of our people and to support this we have adopted [Leadership Expectations](#).

Everyone leads in a context, and the leadership context for this position is [Personal Leadership](#).

## Position Responsibilities

### Information Management and System Administration

- Responds to various customer queries on the effective use of the EDRMS and information management processes and standards, ensuring quality and timely customer service.
- Provides information to customers on information management policies, practices and procedures.
- Participates in maintaining the lifecycle of all records and information in accordance with the Department's Record Keeping Plan. This includes record creation, capture, classification, indexing, storage, archiving and disposal.
- Assists with the administration of the EDRMS including maintaining data quality, integrity, security and confidentiality.
- Assists with reviews of the Business Classification Scheme to ensure it is up to date and meets business requirements.
- Contributes to the review and maintenance of the Department's Record Keeping Framework inclusive of the Record Keeping Plan, Retention and Disposal Schedule and related policies and procedures to ensure compliance with the State Records Act 2000.
- Maintains the Department's mail services including incoming and outgoing mail.
- Assists with the management of court transcript for chambers and registry staff, including tasks such as tracking, receipt, quality assurance and registration.
- Liaises with the external contractor to ensure timely delivery and to facilitate amendments and corrections to transcripts.



### **Awareness Training**

- Provides support and assistance with the training and induction of Departmental employees in information management processes and the effective use of the EDRMS.

### **Audit and Reporting**

- Participates in reviews of information management systems and procedures to identify improvement needs and ensure compliance with legislation, policies and standards.
- Compiles statistics and produces reports from the EDRMS upon request.

### **Continuous Improvement and Development**

- Identifies opportunities to continually improve Information Services and contributes to the implementation of continuous improvement strategies to enhance information management practices across the Department.
- Maintains up to date knowledge of information management trends and practices.

### **Team and Stakeholder Engagement**

- Proactively engages with employees and other stakeholders to build effective working relationships and promote awareness of departmental record keeping responsibilities and the appropriate use of information management systems.
- Participates constructively and positively within the team to achieve tasks and assist other team members as required.

### **Other**

- Assists with information management project work and contributes to other projects as required.
- Undertakes various ad hoc tasks and assignments as delegated by the Information Services Manager to support the effective functioning of the section.
- Provides support and assistance to other Information Services core activities eg library management and research, to ensure business continuity.

### **Corporate Responsibilities**

- Adheres to the Values, Code of Conduct, the Public Sector Code of Ethics and all departmental Policies.
- Actively participates in the Department's Performance Development Program (PDP).
- Promotes equal opportunity, diversity and occupational health and safety in the workplace.
- Performs other tasks as directed.



## Essential Criteria

1. Demonstrated knowledge of and experience with information and records management processes and principles, and the application of electronic document and records management systems (EDRMS).
2. Demonstrated experience in the use of computer applications, with the ability to quickly adapt to new applications, systems and technology.
3. Lead collectively: You proactively build strong working relationships with members of your team and use these relationships to achieve your objectives and deliverables to a high standard.
4. Think through complexity: You think through complexity by following set procedures and applying your knowledge, skills and experience to identify and solve problems as they arise.
5. Dynamically sense the environment: You communicate clearly presenting relevant technical and professional information effectively.
6. Deliver on high leverage areas: You work to meet specified timelines and priorities, completing your work to a high standard, seeking guidance when required.
7. Build Capability: You recognise your role in and contribution to creating a healthy culture in your team environment.
8. Embody the spirit of the public service: You complete your work practices in accordance with the policies and procedures of your work area, seeking clarification and guidance as necessary.
9. Lead adaptively: You are responsive to change in your work environment.

## Pre-employment requirements

Provision of 100 points identification including evidence of entitlement to live and work indefinitely in Australia for permanent appointments, or temporary visa with entitlement to work for the duration of a fixed term contract.

Appointment is subject to National Police Clearance and 6-month probation period.

## Certification



Michael Hadfield

**Acting/Chief Executive Officer**

May 2025