

Information Management Officer

STATEMENT OF DUTIES

SEPTEMBER 2022

Number	Generic
Portfolio	Business Operations and Support
Branch	Information and Technology Services
Section/Unit/School	IT Support and Customer Engagement
Supervisor	Manager, Information Management Support Services
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 3
Employment Conditions	Permanent/Fixed-term, Full-time/Part-time, up to 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave.
Location	South

Primary Purpose

Contribute to the delivery of effective, efficient and high-quality information management services and advice within IT Support and Customer Engagement.

Level of Responsibility/Direction and Supervision

The Information Management Officer uses discretion to complete daily functions and specific information management projects ensuring that information is handled within relevant legislation and agency requirements. The occupant operates under the general direction of the Information Management Team Leader.

Direction and guidance on policy matters is the responsibility of the Manager, Information Management Support Services

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people.

This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

Primary Duties

1. Undertake information management services in accordance with predefined procedures including all aspects of information flow within the distribution centre (mailroom), and provide information management Help Desk support utilising ServiceNow, and assist with information management skill development of Department employees.
2. Assist in the development and implementation of specific information management projects including the monitoring and management of Electronic Document Records Management System's (EDRMS).
3. Liaise with clients and provide support and assistance with information management enquiries in accordance with best practice and with an emphasis on quality customer service.
4. Undertake research using the departments EDRMS and historical items to locate information required for legal or judicial proceedings.
5. Assist in the development and implementation, of information management processes, procedures, guidelines, and working instructions.
6. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
7. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

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1. High level knowledge and experience in information and records management including the operation of an electronic document and records management system (EDRMS).
 2. Comprehensive knowledge of, or the ability to quickly acquire the knowledge of the service provisions of the Information Management Support Services Help Desk, distribution centre, and assist with training Department employees in information management practices, procedures and systems.
 3. Demonstrated high level of output and accuracy with attention to detail in classifying, searching, and retrieving of information against established policies and procedures and adherence to confidentiality practices.
 4. Well-developed written and oral communication skills together with the ability to interact with a diverse range of clients and work effectively as a multi-disciplinary team.
 5. Proven ability to co-ordinate and complete a variety of work activities within pre-determined timeframes with a high degree of accuracy and integrity.
 6. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

Desirable

- A current driver's licence
- Appropriate experience relevant to information management and Help Desk Services

Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

APPROVED BY PSS DELEGATE: 973874 – Assistant Director Workforce and Personnel Services
– Sept 2022
Request: 7002159
Date Duties and Selection Criteria Last Reviewed: 09/22 VRH
