Job and person specification

Information Management Officer

Great support! Great service! Great community!

Department	Corporate Services
Reports to	Senior Information Management Officer
Direct reports	Nil
Award	South Australian Municipal Salaried Officers Award
Classification	ASU Level 4
Date last reviewed	November 2026

Working at Adelaide Plains Council

We provide great support and great service for our great community.

2028 vision

Adelaide Plains is a thriving proactive community with an enviable lifestyle, emerging economy, and remarkable landscapes.

Our core values

Honesty and Integrity	Innovative and Open-minded	Leadership and Diplomacy	Professionalism	Respect	Teamwork
Building trust and loyalty with the community and within Council.	Being proactive in continually improving our services.	By acting strategically and effectively managing our relationships.	Through commitment, quality and timeliness of work delivered.	For others, acting with humility and empathy.	Through unity, cooperation and support.

Our constructive culture

Achievement	Pursue standards of excellence with enthusiasm
Affiliation	Friendly, sensitive and cooperate with others
Humanistic-Encouraging	Supportive of others and constructive in dealings with one another
Self-Actualising	Maintain personal integrity, self-develop and enjoy work

Position Overview

- Proactively monitor the business configuration of Council's Electronic Document and Records Management System (EDRMS), including regular maintenance and day-to-day operations.
- Ensure Council's corporate memory is captured and managed in accordance with relevant legislation, policies and procedures.
- Assist with the coordination of source records including the onsite legacy collection and Records Disposal Program.
- Accurately and promptly maintain the receipt and processing of incoming corporate records.
- Provide assistance with information management projects and upgrades including integration and business improvement.
- Assist with Council's Freedom of Information requests as required.
- Liaise with State Records and other network professional as required.

Key Responsibilities

Under general direction of the Senior Information Management Officer, undertake Council's core Information Management functions, including but not limited to:

Title	Description
Information Management and Electronic Document Records Management System (EDRMS) Administration	• Collect, process and distribute all incoming correspondence including mail, emails and other documents in an accurate, ethical and confidential manner. • Classify and register all incoming records in accordance with the relevant General Disposal Schedule. • Monitor the integrity and accuracy of records and associated metadata within the EDRMS including the maintenance of the contacts list. • Monitor EDRMS to ensure access, restrictions and naming protocols are up to date, identifying any errors and repair and maintain data standards by undertaking auditing processes on a regular basis. • Undertake regular auditing and system maintenance and report on breaches of non-compliance with the Information Management Policy, business rules and\or procedures. • Undertake responsibility for the capture of legacy records including scanning, registration and sentencing. Review records and determine appropriate archival procedures. • Provide support and guidance to staff relating to the information management framework including the Information Management Policy, procedures and legislation. • Act as a point of contact for trouble shooting and helpdesk requests relating to information management as required. • Ensure Legal Document register is maintained and Legal Documents retained in appropriate storage.
Customer Service and Administrative Support	• Provide back up support to administration and customer service functions where identified and as directed by the Senior Information Management Officer.
Freedom of Information (FOI)	• Under the direction of an Accredited Freedom of Information Officer, assist with the FOI process as required.

Performance indicators

- High level of confidentiality and security applied to all aspects of information management.
- Source records are stored appropriately and retained in accordance with legislative requirements.
- Proactive auditing to maintain security and access with transparency and accountability.
- Interactions with employees, external parties and stakeholders is prompt, professional and courteous in accordance with Council's Core Values.
- Sound working relationships are developed and maintained.
- Records are disposed of in accordance with General Disposal Schedules for Local Government.
- Ensure adherence to Council's Information Management Policy and associated procedures across Council, implementing control measures as required.

Selection Criteria

Qualifications

Desirable

- Certificate III in Recordkeeping or equivalent, with two (2) years' experience in a similar role.
- EDRMS Administrator Training (advantageous).
- Non-accredited Freedom of Information Officer (advantageous).

Knowledge

- Sound knowledge of local government's role in providing services to its constituents.
- Sound knowledge of information management practices and the administration of EDRMS.
- Working knowledge of local government administration and legislation associated with role responsibilities with appreciation of quality management and best practice principles.
- Knowledge of, or willingness to learn, the requirements of the State Records Act and relevant General Disposal Schedules.

Skills

- Highly effective interpersonal skills and ability to build rapport and maintain productive relationships at all levels of management and staff.
- Sound judgement and discretion in handling and maintaining sensitive and confidential information.
- Strong organisational and time management skills, with the ability to balance and prioritise competing priorities effectively.
- Advanced problem solving, negotiation and influencing skills.
- Strong research and analytical skills, with the ability to present findings clearly and concisely.
- Excellent written and verbal communication skills, including data interpretation, report writing, delivering presentations, coaching and dispute resolution.
- Attention to detail.

Experience

- Experience in Local Government.
- Experience working within an EDRMS (Content Manager or similar).
- Experience in the operation of information management systems and processes.

Personal attributes

- Ability to interpret and resolve enquiries from management, staff, customers and convey information
- Demonstrates a high level of interpersonal skills and work ethics, including:
  - high degree of confidentiality, discretion and diplomacy
  - motivation and enthusiasm
  - ability to exercise initiative
  - commitment to professionalism and the provision of high quality customer service
  - strong commitment to, and focus on, customer service and contributing to establishing strong community relationships
  - ability to work independently and as an effective team member in providing high quality responsive customer service.
- Ability to provide instruction and guidance to other staff.
- Ability to keep informed of new developments, procedures, technology and a willingness to embrace change.
- Ability to share expertise and information freely, whilst maintaining confidentiality as appropriate.
- Demonstrated commitment to continual professional and personal development.

Delegation and authority

This role is responsible and accountable to the Senior Information Management Officer for undertaking the functions of the position to a consistently professional standard and thereby making a positive and effective contribution to Council.

Provide information and advice within the limits of *the Local Government Act 1999* and other Acts and regulations and as delegated by the Chief Executive Officer.

WHS & RTW (responsibilities as a Worker)

Workers are to ensure they comply with Councils WHS&RTW Management System. The responsibility of the worker is to ensure the following:

Workers Health and Safety

- Take reasonable care of his or her own health and safety
- Take reasonable care that their acts and omissions do not adversely affect the health and safety of other persons in the workplace
- Complying with the WHS Act, Return to Work Act, Regulations, Performance Standards for Self Insurers, Codes of Practice and Australian Standards
- Co-operate with any Council WHS&RTW Policies, Procedures, Safe Work Instruction, Safe Operating Procedure and/or Safe Work Method Statement
- Use plant, equipment and hazardous chemicals in a safe manner and condition
- Do not allow the consumption of drugs or alcohol to affect and endanger themselves or others at work

Return to Work

- Comply with the Councils Return to Work Procedures
- Actively participate in the development and implementation of return to work plans with the agreed primary goal being return to work.
- Abide by agreed medical restrictions

Job requirements

Work location	Based at the Mallala Principal Office but may be required to operate from the Two Wells Service Centre or Mallala Depot.
Performance reviews	An annual performance review will be conducted with the expectation of achievement of high standards of performance, and will generally be based on the responsibilities, specifications and requirements outlined in the job and person specification.
Citizenship or residency	Applicants must hold either Australian Citizenship or Permanent Residency (and be eligible to work in Australia unrestricted).
Driver's licence	Current driver's licence at C Class.
Criminal history check	A current Criminal History Check is required. Department of Human Services (DHS) Working With Children Clearance.
Training or networking	Attend conferences, seminars and training courses to maintain strong and effective networks and competencies.
Meetings	Regular attendance at ordinary Council, committee meetings and some Council events will be required.
Out of hours work	There will be a requirement for limited out of hours work to fulfil the role requirements (authorisation from your line manager is required prior to any out of hours work being undertaken).
Information Management	Ensure Information Management activities are conducted and completed in accordance with Council policies and procedures and in accordance with the *State Records Act 1997*, *Freedom of Information Act 1991* and *Local Government Act 1999.*

Agreement

This job and person specification accurately reflects and describes the responsibilities, duties and skills required and the expected output and outcomes for the position.

Read and agreed to by:

Employee

Signature: **Date:**

Approved by:

Line manager

Signature: **Date:**

Job and Person Specifications form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of Council as outlined within the strategic plan. Councils core values are an integral component of the organisational culture and all staff are expected to perform and behave aligned with the core values of Council.