

CORPORATE RECORDS SUPPORT OFFICER

POSITION DESCRIPTION

Position Title:	Corporate Records Support Officer
Responsible To:	Team Leader, Corporate Records
Council Portfolio	Corporate Services
Council Program:	Information Management
Classification Level:	Salaried, Level 2

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

Overview of Program

The Information Management Team delivers integrated technology solutions that improve access to information, streamline processes, and encourage collaboration across the organisation, to enable the delivery of customer focused services to our community.

Key Relationships / Interactions

Internal	Employees across the Information Management Program
	City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
External	Local Government and State Government bodies
	Service providers, suppliers and contractors

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Primary Purpose

As part of the Information Management Program, the Corporate Records Support Officer administers the efficient and effective scanning, registration and digitisation of official documentation, and undertakes mail processing, including receipting, sorting and distributing documents.

The role supports the Team Leader, Corporate Records in providing quality records management services to CoA, by preparing, maintaining, storing, digitising, and tracking physical and electronic files. This also includes the retrieval and creation of corporation files, data maintenance in the EDRMS and disposal of records in accordance with statutory, organisational, and operational requirements.

Responsibilities

The Corporate Records Support Officer is responsible for:

- Ensuring all electronic and digitised records are registered and classified appropriately.
- Providing a high standard of customer service and general digitisation advice.
- Liaising with the organisation to determine the appropriate records to digitise and the order of records digitisation.
- Ensuring CoA adherence to the State Records Act 1997, GDS40 and GDS21 Guidelines.
- Ensuring timely collection and delivery of outgoing mail to/from Australia Post outlet on designated mail days.
- Ensuring timely sorting and processing of incoming and outgoing mail on designated mail days.
- Keeping up to date on information regarding the safe handling of suspicious mail and recommend changes where necessary.
- Assisting the Team Leader, Corporate Records in Storage Management of hard copy files.
- Assisting the Records Customer Support Officer where required, by responding to staff requests for Records service and assistance via the Service Desk Portal, telephone, e-mail and face to face.
- Assisting the Corporate Records Officers where required, with the correspondence handling of hard copy mail, faxes and corporate emails and registration of mail into the Corporation's Electronic Document Management System.
- Assisting in the maintenance of the scanning devices, ensuring that issues are reported as soon as possible.
- Assisting in other Records Management functions as required.

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Workplace Health and Safety & Additional Responsibilities

All employees are also responsible for.

- Complying with the Employee Behavioural Standards at all times.
- Supporting the application of and demonstrably engaging in the CoA's Equal Employment Opportunity, cultural diversity and ethical practice policies.
- Taking reasonable care to ensure their own safety and not placing others at risk by any act or omission.
- Attending WHS training and following instructions and advice provided.
- Complying with the requirements of the CoA WHS management system.
- Using and caring for equipment, including personal protective equipment, as instructed.
- Not intentionally or recklessly interfering with or misusing workplace equipment and supplies in a manner that could adversely affect health, safety, or welfare in the workplace.

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Position Criteria

Qualifications	Successful completion of Year 12 or equivalent or commensurate demonstrated experience in lieu of formal qualifications.	Desirable
Financial Skills & Acumen	An awareness of commercial acumen and strong sense of accountability.	Desirable
People Management	Demonstrated ability to engage with peers and business stakeholders.	Desirable
Technical Knowledge & Experience	Demonstrable experience in filing and electronic registration of records. Understanding of automated electronic registration and workflow systems.	Essential
Project Management	Prepared to take ownership and accountability for deliverables.	Essential
Innovation & Initiative	Developing simple business focussed solutions. Excellent problem-solving skills in a complex environment. Display initiative and judgement to identify any issues that require escalation. Ability to provide ideas for potential process improvements. Ability to provide ideas for implementing best practice records management processes.	Desirable
Resource Management & Decision Making	Proven ability to make independent decisions and work under limited direction, having regard to organisational policy guidelines, practices and political influences. Ability to effectively utilise allocated resources which includes planning, delegating and prioritising. Ability to prioritise and be flexible when responding to changing priorities and demands.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential
Customer Commitment & Integrity	Commitment to placing the customer at the centre of everything we do, demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility. Demonstrated passion for the work that you do and the participation in sharing your successes with the team.	Essential
Collaboration & Communication	Excellent communication skills, both written and oral. Proven ability to build positive relationships and engage, connect and communicate with all levels of management and staff, government agencies, stakeholders and the community, both verbally and in writing.	Essential

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Administrative Skills	<p>A thorough understanding of practices, procedures and outcomes required of an archives/records management system.</p> <p>Demonstrated planning, prioritisation and organisation skills.</p> <p>A high level of organisational and time management skills</p>	Essential
Government Experience	<p>Experience working in a government environment.</p>	Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

Our Values



-  **ACHIEVEMENT**
-  **COLLABORATION**
-  **CUSTOMER COMMITMENT**
-  **INTEGRITY**
-  **INNOVATION**

Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**

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Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.