



# EMPLOYMENT INFORMATION PACKAGE

Records  
Management Officer

REGIONAL AUSTRALIA AT ITS BEST

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30 March 2021

## **Records Management Officer**

Thank you for your interest in applying for the temporary full time vacant position of **Records Management Officer** with the Goondiwindi Regional Council. This position is currently located in Inglewood and will be full time temporary position for approximately 10 months commencing June, 2021, this will include 2 months intense training.

This package has been prepared as a guide for job applicants and includes an explanation of how to address the selection criteria (where applicable) so that you can present the best possible image of yourself and your work experience when completing your application.

The package includes the following documents:

- Advertisement
- Position Description
- General Conditions of Employment
- Recruitment and Selection Process

For general details of the Council, please visit our website: [www.grc.qld.gov.au](http://www.grc.qld.gov.au)

For further information about the position or duties involved, please contact Council's Human Resources on (07) 4671 7400 or via email on [mail@grc.qld.gov.au](mailto:mail@grc.qld.gov.au).

I look forward to receiving your application.

**Debbie Elliott**  
Human Resources Officer



Council currently has the following vacancy:

POSITION: Records Management Officer  
DIRECTORATE: Community & Corporate Services  
LOCATION: Inglewood, Qld  
EMPLOYMENT TYPE: Temporary Full time (10 months commencing June, 2021)  
CLOSING DATE: Friday, 23 April, 2021  
ENQUIRIES: Teresa Pfingst – mobile 0459 239 946

Employment Information Packages may be obtained by visiting Council's website at [www.grc.qld.gov.au/vacancies](http://www.grc.qld.gov.au/vacancies).

Applications must be in writing and be addressed to the Chief Executive Officer, LMB 7, Inglewood Qld 4387.

Applications must be received by 5:00pm **Friday 23 April, 2021**.

## POSITION DESCRIPTION

<b>Position:</b>	Records Management Officer
<b>Section:</b>	Community and Corporate
<b>Location:</b>	Inglewood, Queensland
<b>Reports to:</b>	Manager Disaster Management & Operational Support

### POSITION OBJECTIVE

To assist in maintaining, controlling and organising all aspects of Council's records management systems and functions, including maintaining the integrity and confidentiality of Council records in accordance with legislative requirements.

### ORGANISATIONAL STRUCTURE



### POSITION REQUIREMENTS

KNOWLEDGE, SKILLS & EXPERIENCE
<ul style="list-style-type: none"><li>• Secretarial, business skills highly regarded.</li></ul>
<ul style="list-style-type: none"><li>• Previous experience in Local Government or similar environment preferred.</li></ul>
<ul style="list-style-type: none"><li>• Sound knowledge of established work practices/procedures relative to work area.</li></ul>
<ul style="list-style-type: none"><li>• Sound knowledge of policies/regulations to work area.</li></ul>
<ul style="list-style-type: none"><li>• Sound knowledge of Council structure and functional areas with an understanding of clear but complex rules.</li></ul>
<ul style="list-style-type: none"><li>• Working knowledge of records management techniques, particularly classifying of documents, including allocation of file number.</li></ul>
<ul style="list-style-type: none"><li>• Sound knowledge of Customer Service practices.</li></ul>
<ul style="list-style-type: none"><li>• Developing knowledge of Council structure, functions of various areas, and policies including necessary understanding of relevant RTI and IPA Legislation.</li></ul>

## KNOWLEDGE, SKILLS & EXPERIENCE

- Proficiency in the use of word processing, computer equipment/software and the functions of these systems.
- Exceptional customer service skills.
- Well developed skills in oral and written communication, ability to motivate others, ability to gain co-operation and assistances, ability to discuss and resolve problems.
- Enthusiastic, motivated and a willingness to undertake further training/study as required.
- Proficiency in the analysis, development and implementation of strategic planning and operational policy.
- Proven track record in the pursuance of the delivery of quality services, including setting high standards and a strong customer focus.
- Strong emphasis on productivity improvements.

KEY RESULT AREAS	KEY ACCOUNTABILITIES
<p>The key responsibilities may be modified from time to time to ensure that outcomes are coordinated within Council's Operational and Corporate Plans. Duties of the position are flexible and subject to review. Without limiting the above, the key responsibilities of the position holder shall include:</p>	
	<ul style="list-style-type: none"> <li>• Provide records management support requiring the exercise of sound judgement, initiative, confidentiality, and sensitivity in the performance of such work.</li> </ul>
	<ul style="list-style-type: none"> <li>• Perform tasks of a sensitive/confidential nature including the provision of such information in the assistance of internal/external clients.</li> </ul>
	<ul style="list-style-type: none"> <li>• To achieve and maintain a high level of expertise in information and records management, strategic planning, operations management and system planning.</li> </ul>
	<ul style="list-style-type: none"> <li>• To provide reliable advice as required in matters relating to information and records management.</li> </ul>
	<ul style="list-style-type: none"> <li>• Maintain a high level of service in the provision of records information to the organisation.</li> </ul>
	<ul style="list-style-type: none"> <li>• Provide record keeping and archival advice to Council as required.</li> </ul>
	<ul style="list-style-type: none"> <li>• To collect, open, classify and process all external and internal mail each day in accordance with established guidelines (including electronic mail).</li> </ul>
	<ul style="list-style-type: none"> <li>• To process and file all incoming/outgoing correspondence in an accurate, efficient and timely manner.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide assistance to other staff in application of Records Management and InfoXpert procedures.</li> </ul>
	<ul style="list-style-type: none"> <li>• Assist with the implementation of Archive/Disposal Schedule.</li> </ul>
	<ul style="list-style-type: none"> <li>• Demonstration of a spirit of co-operation towards other employees and the achievement of Council's aims and objectives.</li> </ul>
	<ul style="list-style-type: none"> <li>• Assist to maintain additional archive areas in a clean, tidy, secure and operational manner.</li> </ul>
	<ul style="list-style-type: none"> <li>• Undertake routine administrative tasks as required by the position.</li> </ul>
	<ul style="list-style-type: none"> <li>• Provide backup and assistance to other staff members of the Administration Office, as approved by Coordinator Community &amp; Customer Service.</li> </ul>
	<ul style="list-style-type: none"> <li>• Any other duties as directed by Management and/or Supervisor.</li> </ul>
	<ul style="list-style-type: none"> <li>• To recognise and value the importance of our customers and to deliver excellence in services provided to both our external and internal customers</li> </ul>
	<ul style="list-style-type: none"> <li>• To contribute to a work environment that values the contributions made by staff, that is healthy and safe, free of discrimination and which seeks to attract and retain quality staff</li> </ul>
Records Management	<ul style="list-style-type: none"> <li>• Manage all corporate documents (both created and received) in accordance with relevant Records Management policies, procedures and legislation</li> </ul>

#### PERFORMANCE & SKILL STANDARDS

<ul style="list-style-type: none"> <li>• Tasks allocated to the position shall be performed to agreed standards and in accordance with established procedural guidelines. Performance indicators shall be those as agreed with the Chief Executive Officer recognising those standards as outlined in council's Corporate Plan and supporting Operational Plan</li> </ul>
<ul style="list-style-type: none"> <li>• Work shall be performed in accordance with accepted industry standards, quality assurance standards and in compliance with Workplace Health and Safety Act and other legislative requirements or standards, which may be appropriate and including Council's policies, procedures and local laws</li> </ul>
<ul style="list-style-type: none"> <li>• Allocated tasks shall be completed consistently within agreed time frames</li> </ul>
<ul style="list-style-type: none"> <li>• Active participation in planning and recommending possible ways in which allocated tasks can be carried out more effectively and efficiently</li> </ul>
<ul style="list-style-type: none"> <li>• Demonstration of a spirit of co-operation towards other employees and the achievement of Council's aims and objectives.</li> </ul>

## WORKPLACE HEALTH & SAFETY OBLIGATIONS

- All employees have a legal obligation to comply with statutory and council's WH&S Management System – SAFE PLAN, WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment. Responsibilities include:
- Being aware of the council's WH&S Management System – SAFE PLAN the WH&S Management Plan and MAPs.
- Performing all work and associated functions in a safe manner.
- Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by the organisation or its officers.
- Correctly using and maintaining all personal protective clothing and equipment supplied by the organisation.
- Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and / or to report hazards and risks in accordance with WH&S procedures.
- Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on council property generally.
- Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage.
- Attending any toolbox, team talks or specific training supplied by council.
- Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures.
- Working in a manner that will not endanger themselves, other employees or the public.
- Report any concerns for WH&S to your Supervisor.

## GENERAL CONDITION OF EMPLOYMENT

<b>AWARD:</b>	Queensland Local Government Industry Award – State 2017
<b>SALARY:</b>	Stream A Level 2 depending on skills, qualifications & experience. From \$60,372.00 p/a plus allowances
<b>SUPERANNUATION:</b>	First 12 months Employee contribution of 6% not compulsory Council Contribution 9.5% if no employee contribution is made, otherwise 12%  Second and subsequent years is compulsory Employee Contribution 6% Council Contribution 12%  *Council contribution 9.5% only applies to casuals.
<b>STAFF DEVELOPMENT &amp; TRAINING:</b>	Council is very aware of the need for the development of its staff. Both Field and Administration staff undertake an annual performance appraisal on the anniversary of their start date or at regular 12 monthly intervals.  Employees are encouraged to undertake training relevant to their duties and to undertake study in approved courses.
<b>WORKPLACE HEALTH &amp; SAFETY:</b>	All employees commencing with Council must commit to the employee obligations of the Work Health and Safety Act 2011.
<b>PROBATION:</b>	All appointments are subject to a six (6) month probationary period.
<b>UNIFORM:</b>	Permanent full time staff will receive the uniform allowance. Permanent part time staff, trainees and casual staff will receive a relevant pro-rata entitlement to be determined by their director having regard to their role and its interaction with the public and the length of their employment.  All external employees are required to wear the protective clothing as provided by Council from the date of commencement of employment.
<b>SMOKE-FREE WORKPLACE:</b>	It is Council policy that smoking is not permitted in: <ul style="list-style-type: none"><li>• Council buildings;</li><li>• Council vehicles, road plants;</li><li>• Water and sewerage plants and designated confined entry spaces;</li><li>• Other designated areas, which will be notified from time to time.</li></ul>

## RECRUITMENT AND SELECTION PROCESS

This guide has been designed to help you understand Goondiwindi Regional Council's selection process. Council is an equal opportunity employer and selections are based on merit and equity. Council's objective is to appoint the most suitable person to the position, taking into account the nature of the duties, the abilities, qualifications, experience, standard of work performance and personal qualities of the applicants having regard to the Local Government Act, and other relevant legislation.

Selection is based on the assessment of each applicant in relation to their qualifications, skills, experience and the selection criteria (where applicable) provided for the advertised vacancy.

### STEP 1

1. Vacancy Advertised
2. Obtain an Application Kit
3. Applications received

### STEP 2

4. Selection Panel Formed
5. Applicants short-listed
6. Candidates notified & interviewed
7. Interview assessment
8. Reference checks
9. Pre employment medical maybe required
10. Recommendation of appointment.

### STEP 3

11. Unsuccessful applicants notified
12. Position offered to successful candidate
13. Induction Process

## APPLICATIONS

Your application needs to be addressed to the Chief Executive Officer and should contain the following: -

- A brief covering letter – identifying your interest in the position.
- A concise demonstration that you meet the selection criteria (if required) – providing brief details of how your skills, abilities, knowledge, experience and qualifications fulfil the requirements of the position.
- Where specific selection criteria is not requested, you should incorporate sufficient detail in your covering letter/resume to demonstrate you have the ability to meet the requirements of the position.
- Your resume – this document should include your personal contact details along with a summary of your education, work experience detailing where you have worked, positions held, period of employment and brief details of duties performed.
- Referees – provide names, position titles and telephone numbers of at least two business referees. One of these referees should be your current employer or most recent supervisor.

Applications must be received by the closing date specified above. Late applications will only be considered if prior arrangements have been made with Council.

Short listing of applicants is based on how well your knowledge; skills and abilities to perform the duties and requirements of the job.

The selection panel will endeavour to meet any special requirements you may have to enable you to attend the interview.

You will be asked a set of either behavioural or situational questions by the panel. Behavioural questions ask how you have handled certain situations in the past and situational focus on how you would handle a particular aspect of the position.

These questions will have been developed by the selection panel to assess how well you match the position.

## LOGGING YOUR APPLICATION

You can apply for the position online by clicking the “APPLY” button on Council’s website [www.grc.qld.gov.au/vacancies](http://www.grc.qld.gov.au/vacancies). Complete the application and attached relevant documents. Applications should be submitted before 5:00 pm on the closing date for the position. If you choose not to apply online application should be forwarded to:

<b>Post to:</b> Attention: Debbie Elliott Mr Carl Manton Chief Executive Officer Goondiwindi Regional Council Locked Mail Bag 7 INGLEWOOD QLD 4387	<b>Personally deliver to:</b> Attention: Debbie Elliott Customer Service Centres in Goondiwindi, Inglewood or Texas.	<b>Email to:</b> <a href="mailto:mail@grc.qld.gov.au">mail@grc.qld.gov.au</a> Attention: Debbie Elliott
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**As each application will be electronically scanned, it is not necessary to bind your application or include it in a folder.**

## **REFERENCE CHECKS**

The selection panel will conduct reference checks on applicants with the strongest overall performances at the interviews.

## **NOTIFICATION OF APPOINTMENT**

The interview panel will confirm their decision as soon as practicable. Once the decision has been authorised a verbal offer will be made to the successful applicant. Upon acceptance of the verbal offer, a formal offer of employment will be forwarded to the successful applicant stating the terms and conditions of the position. Acknowledgement of these terms and conditions will be required by signing the letter of offer and returning same to Council along with commencement documentation.

All other applicants will then be notified of the decision.