

TENTERFIELD SHIRE COUNCIL



**Position Information Package
Records Coordinator
Reference No: 08/20**

Index

Item
Copy of Advertisement
Job Application Cover Sheet
Position Description (Including Selection Criteria)
Important Information for Applicants All applicants are requested to read this information

July 2020



Position Vacant

Applications are invited for the below position:

Records Coordinator – PV 08/20

Salary: \$59,660 p.a. – \$67,382 p.a., plus 9.5% superannuation.

Tenterfield Shire is seeking a dynamic customer focused professional to lead a vibrant team in all aspects of records.

This full time position exists within our Customer Service, Governance & Records team.

The role ensures the effective and efficient compliance of Councils records management system operations, and coordinates the day to day management of Council's records, both electronic and physical file, efficient mail distribution of records, ensuring that key information is correctly and securely stored in a manner which enables ready access and retrieval, and provides general support to Council's administrative section as required.

You will have a demonstrated ability to communicate effectively, a friendly disposition and personal integrity with excellent interpersonal skills, and have the ability to work as part of a team and independently. You will have highly demonstrated organisational and time management skills with the ability to adapt quickly as priorities change. You will be highly desired for your extensive knowledge and experience working with records management systems, and completion of a relevant tertiary qualification or Diploma in Records Management.

Further information and details can be obtained in Council's **Position Information Package**, or by contacting Council's Manager Customer Service, Governance & Records or HR, Workforce Development & Safety on 02 6736 6000 (during business hours).

Applications **addressing the selection criteria** should be emailed to the Chief Executive at council@tenterfield.nsw.gov.au quoting the reference number and be submitted by no later than **4pm, 16 July 2020**.

Tenterfield Shire Council is an Equal Opportunity Employer and proudly embraces the following values: Integrity, Community Focus, Accountability, Respect, & Excellence (ICARE).

Applicants must be an Australian citizen/resident, or hold a visa that allows employment in Australia.

Terry Dodds
Chief Executiv



**TENTERFIELD SHIRE COUNCIL
JOB APPLICATION
COVER SHEET
Reference No 08/20**

Position applied for: **Records Coordinator**

Mr **Family Name:** _____

Mrs **Given Names:** _____

Ms **Preferred Name:** _____

Miss

Postal Address:

Telephone (please ensure you can be contacted on this number during business hours i.e. 9am - 5pm)

Home: _____

Mobile: _____

Other: _____

Email: _____

Please tell us where you heard about this position _____

THIS COVER SHEET MUST BE ATTACHED TO YOUR APPLICATION

Address all correspondence to:

Chief Executive
Tenterfield Shire Council
**Confidential: Job Ref No: 08/20 – Records
Coordinator**
PO Box 214
TENTERFIELD NSW 2372
council@tenterfield.nsw.gov.au

Job Enquiries:

Manager Customer Service, Governance & Records
Phone: (02) 6736 6000 (during business hours)
Email: council@tenterfield.nsw.gov.au

HR, Workforce Development & Safety
Phone: (02) 6736 6000 (during business hours)
Email: council@tenterfield.nsw.gov.au



Position Description **Records Coordinator**

Quality Nature - Quality Heritage - Quality Lifestyle

Division:	Office of the Chief Corporate Officer
Section:	Customer Service, Governance & Records
Position Identifier:	RC/V1
Classification:	Grade 12
Industrial Instrument:	Local Government (State) Award
Location:	Administration Building, 247 Rouse Street, Tenterfield.
Date position description approved	12 October 2018

Council overview

Tenterfield is situated in the New England Region of NSW and is known as the Birthplace of the Australian Nation. As a Rural Medium sized Council we enjoy the benefits of rural lifestyle with ready access to Northern Coastal/Beach areas of NSW and the facilities that the nearby Queensland Granite Belt and greater Brisbane hinterland can afford. Academic needs are well served in the region as are cultural and outdoor pursuits. Our mission is to provide quality leadership and services within our Local Government area, with resources aligned to supporting our community vision as articulated in our Community Strategic Plan.

Council values

Council values are ICARE - Integrity, Community, Accountability, Respect and Excellence.

Council values the staff and their safety and acts to develop the workforce in accordance with the Workforce Plan. Council is committed to being an employer of choice by pursuing a workforce culture of excellence and fostering an environment where staff are empowered, challenged and invested-in whilst maintaining a flexible balance between work and life commitments. Change, challenge and opportunity are features of our Council seeking to deliver excellence within our means.

Primary purpose of the position

To ensure an effective and compliant records management system operates within Tenterfield Shire Council.

Coordinate management on a day-to-day basis of Council's records, both electronic and hard copy, efficient mail distribution of records, ensuring that key information is correctly and securely stored in a manner which enables ready access and retrieval. The Records Coordinator will also provide general support to Council's administrative section as required.

Key accountabilities

Within the area of responsibility, this role is required to:

- Coordinate the management, operation and maintenance of Council's Records Management System.
- Perform day to day records management activities, including the capture and retrieval of information in both electronic and hard copy format in a professional and confidential manner.
- Undertake all duties in relation to the tracking, conservation and disposal of Council's hardcopy and electronic corporate information.
- Ensure legislative compliance and adherence to Council policy and procedure.
- Maintain the security and confidentiality of the Records Management System.
- Ensure that the records store room and other areas of Council where records are stored are maintained in a clean, tidy and safe manner. Transfer documentation to digitised records, whenever possible.
- Conduct work in a safe, professional and courteous manner, at all times adhering to Council's WH&S and EEO policies and procedures

Records Management:

- Manage Council's Records Management System in a secure and confidential environment
- Devise and maintain classification systems to store records so that they can be easily retrieved
- Coach and motivate employees on the efficient and affective operation of the records management system.
- Ensure all record-keeping processes comply with the State Records Act 1998, Standards on the Appraisal and Disposal of State Records (SR Act 1998), other related legislation and Council policies. Ensure that all records are archived or disposed of according to legislative requirements.
- Research and monitor legislative changes that will impact on records management.
- Be accountable for Council's compliance in all areas of records management in accordance with statutory requirements and Council policy.
- Locate and provide files, records and other relevant information/documents upon request
- Ensure Council's legal files and legal documents register are accurately maintained and current.

Mail:

- Manage all aspects of Council's incoming and outgoing correspondence.
- Open, record and distribute incoming correspondence (including mail, faxes, email) daily.

Filing:

- Manage Councils' records system, including file storage of current and archived files.
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- Assist all departments with file searches, current and archived.
- Conduct registration and filing of all legal documents, including contracts.
- File subdivision maps.

Provide administrative and filing assistance to Human Resources.

- Scan and/or arrange with Human Resource Coordinator to do the scanning of all personnel documents for the purpose of maintaining accurate HR records for easy retrieval.
- Assist HR, Workforce Development & Safety in maintaining the filing (hard copies) system within HR.
- Record all Job Applications submitted to Council and store in a confidential and secure manner for collection by Human Resources/Workforce Development staff on recruitment closure.

General tasks:

- Answer incoming phone enquiries and direct calls to the appropriate Council officer.
- Provide general support during times of staff shortages.
- Undertake other duties as assigned that are compatible with the job holder’s level of skills, experience and capability.
- Other duties as directed within the skills, competency and qualification requirements for the position.

Key challenges

To provide accurate and effective records management for Council.

Key internal relationships

Who	Why
Manager Customer Service, Governance & Records, Records & Administration Officer, HR & Workforce Development Coordinator, Executive Assistant & Media, all other staff as required.	Service Delivery

Key external relationships

Who	Why
Ratepayers, Community Members, Visitors, external stakeholders.	Service Delivery

Key dimensions

Direct Reports

Records & Administration Officer

Reports to

Manager Customer Service, Governance & Records

Essential requirements


Completion of a relevant tertiary qualification or Diploma in Records Management.

Essential knowledge of Records Management Systems and disposal schedules.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>.

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Create and Innovate	Adept
	Deliver Results	Adept
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Adept
	Procurement and Contracts	Foundational
 Workforce Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Personal Attributes Display Resilience and Adaptability	Adept	<ul style="list-style-type: none"> • Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives frank and honest feedback / advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternatives • Stays calm and acts constructively under pressure and in difficult situations
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Acts honestly, ethically and with discretion and encourages others to do so • Sets a tone of integrity and professionalism with customers and the team • Supports others to uphold professional standards and to report inappropriate behaviour • Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct • Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest
Personal Attributes Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Is prepared to make decisions within own level of authority • Takes an active role in managing issues in the team • Coaches team members to take responsibility and follow through • Is committed to safe work practices and manages work health and safety risks • Identifies and manages other risks in the workplace
Relationships Communicate and Engage	Adept	<ul style="list-style-type: none"> • Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Contributes to a culture of respect and understanding in the organisation • Creates an atmosphere of trust and mutual respect within the team • Builds cooperation and overcomes barriers to sharing across teams/units • Relates well to people at all levels and develops respectful working relationships across the organisation • Identifies opportunities to work together with other teams/units • Acts as a resource for other teams/units on complex or technical matters
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Builds a network of work contacts/relationships inside and outside the organisation • Approaches negotiations in the spirit of maintaining and strengthening relationships • Negotiates from an informed and credible position • Influences others with a fair and considered approach and sound arguments • Encourages others to share and debate ideas
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Ensures business plans and priorities are in line with organisational objectives • Uses historical context to inform business plans and mitigate risks • Anticipates and assesses shifts in the environment and ensures contingency plans are in place • Ensures that program risks are managed and strategies are in place to respond to variance • Implements systems for monitoring and evaluating effective program and project management

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Draws on numerous sources of information, including past experience, when facing new problems • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Results Create and Innovate	Adept	<ul style="list-style-type: none"> • Produces new ideas, approaches or insights • Analyses successes and failures in the organisation for insights to inform improvement • Identifies ways in which industry developments and trends impact on own business area • Shows curiosity in the future of the community and region and thinks creatively about opportunities for the organisation • Identifies, shares and encourages suggestions for organisational improvement • Experiments to develop innovative solutions
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Gives team members appropriate flexibility to decide how to get the job done
Resources Finance	Foundational	<ul style="list-style-type: none"> • Shows respect for the value of public money • Calculates and records financial information accurately • Seeks approval from manager/supervisor for expenses and claims, as required by policies or guidelines
Resources Assets and Tools	Intermediate	<ul style="list-style-type: none"> • Uses a variety of work tools and resources to enhance work products and expand own skill set • Ensures others understand their obligations to use and maintain work tools and equipment appropriately • Contributes to the allocation of work tools and resources to optimise team outcomes

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Resources Technology and Information	Adept	<ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements
Resources Procurement and Contracts	Foundational	<ul style="list-style-type: none"> • Complies with basic ordering, receipting and payment processes • Checks quotes and invoices for accuracy • Checks that invoiced fees and charges match goods or services delivered
Workforce Leadership Manage and Develop People	Adept	<ul style="list-style-type: none"> • Seeks to understand the individual strengths, weaknesses, goals and concerns of team members • Defines and communicates roles and responsibilities and sets clear performance standards and goals • Coaches team members to help improve performance and development • Regularly discusses performance with team members and provides accurate, constructive reviews • Identifies suitable learning opportunities, including stretch assignments, based on individual needs, interests and goals • Addresses team and individual performance issues, including unsatisfactory performance, in a timely and effective way
Workforce Leadership Inspire Direction and Purpose	Intermediate	<ul style="list-style-type: none"> • Explains the organisation's mission and how the team's work relates • Promotes the organisation's direction and goals and encourages a positive attitude in the team • Discusses organisational issues with the team and helps them understand decisions in context • Recognises and acknowledges individual and team achievements
Workforce Leadership Optimise Workforce Contribution	Adept	<ul style="list-style-type: none"> • Develops team / project plans that take into consideration individual capabilities, strengths and preferences • Identifies opportunities for stretch assignments to help grow the capabilities and experience of staff • Plans and monitors team resource allocation in line with organisational priorities • Makes informed contributions to workforce planning and resource allocation processes • Makes good recruitment decisions based on the capabilities, knowledge and experience required in the role
Workforce Leadership	Foundational	<ul style="list-style-type: none"> • Supports change initiatives through words and actions

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Lead and Manage Change		<ul style="list-style-type: none">• Shares information and communicates change processes• Supports the team to accept and manage uncertainty and change• Identifies and implements improvements to work processes and practices• Identifies and reports potential barriers to change

Supplementary Information

Selection Criteria

(Applicant must address all selection criteria)

Essential:

1. Completion of a relevant tertiary qualification or Diploma in Records Management.
2. Demonstrated experience of a minimum of two years in the use of an electronic document management system.
3. Demonstrated knowledge and application of the NSW State Records Act 1998.
4. Demonstrated skills in records management to apply records management policy, monitor workflows, develop logical strategies, work procedures and work instructions to achieve results.
5. Demonstrated high level of interpersonal, written and oral communication skills.
6. Demonstrated competence in time management. Practical planning and problem resolution skills.
7. Demonstrated knowledge of contemporary practices including performance management, change management, quality management, employment equity and workplace health and safety.
8. Proven computer skills including a sound knowledge of Microsoft Office applications within a business environment, electronic document systems and CRM applications.
9. Demonstrated ability to work individually as well as part of a team. Ability to develop productive working relationships.
10. A sound understanding of confidentiality and the ability to manage information both oral and written in a confidential and trustworthy manner.
11. Possess a Class C Drivers Licence.
12. Pass Police/Criminal Check.

Desirable:

1. Previous experience in Local Government.
2. Knowledge of legislation relevant to record keeping within Local Government and The Government Information (Public Access) Act 2009 (GIPA).

General Information

Hours of work:

Full time 70 Hour fortnight, with work hours generally 8:30am to 5:00pm Monday to Friday with a 43 minute lunch break. Corporate Services Staff adhere to a nine day fortnight policy.

Some variation in work hours will be required, depending on work status including overtime requirements and variation to RDO's.

Leave entitlements:

These entitlements are in accordance with The NSW Local Government (State) Award, and include four (4) weeks annual leave and fifteen (15) days sick leave per year.

Criminal Record Check:

The successful applicant will be required to undergo a Criminal Check prior to appointment to the position.

Medical examination:

The successful applicant will be required to undergo a Pre-Employment Medical Examination with the Doctor of his/her choice, at Council's expense. Council will provide a standard medical form.

Performance Evaluation:

Performance evaluation will be in accordance with Council policy.

WHS Responsibilities:

Staff have a duty of care to adhere to the following:

- Ensure all work is performed in accordance with Council's Health and Safety Policy.
- Take reasonable care for individual safety and that of others.
- Demonstrate an understanding of the health and safety issues associated with the position and immediate work environment.
- Report all identified hazards, accidents/incidents and near misses to immediate supervisor/manager.

Equal Employment Opportunity:

Tenterfield Shire Council promotes the principles and practices of Equal Employment Opportunity by adhering to the following:-

- Merit based selection;
- The attainment of a diverse and multi skilled workforce;
- Embody a workplace culture that promotes fair and equitable practises at all levels of the organisation.

Staff are requested to adhere to the principles of EEO by conducting their duties and treating fellow co-workers in a non-discriminatory, courteous and respectful manner.

Smoke – Free Workplace:

Tenterfield Shire Council provides a 'smoke free' work environment. Council policy prohibits smoking in all Council buildings, vehicles and plant.

Code of Conduct and Council Policies, Protocols and Procedures:

The position incumbent must adhere to TSC Code of Conduct and current and amended Council policies, protocols and procedures for the duration of their employment. Policies can be accessed on Council's website.

Council Uniform:

Personal Protective Equipment (PPE) will be supplied and must be worn in accordance with Council policy.

Physical:

The incumbent must be physically able to carry out administrative tasks in an ergonomically safe and healthy manner.

Job Description:

This position description is indicative and duties may be reviewed and amended from time to time to ensure that outcomes are coordinated within Council's Operational Plan and Delivery Plan.



IMPORTANT INFORMATION FOR INTERNAL APPLICANTS

Thank you for your interest in seeking employment with Tenterfield Shire Council. Please read the following information, this will assist you in completing your application.

The recruitment, selection and appointment process of Tenterfield Shire Council is guided by Equal Employment Opportunities (EEO) legislation and practices common to all public sector organisations.

Merit is the basis of selection and is measured by how well applicants address the selection criteria listed in the Position Description and how they present at interview.

The Job Information Package

This package contains all the information you require to apply for the position. Please read it carefully and follow the instructions and guidance. This will assist you greatly when completing and lodging your job application.

The Position Description

Council's position descriptions describe the tasks and duties the position incumbent is required to perform to fulfil the responsibilities of the position.

It's in your best interest to read the schedule of duties to make sure you have the required knowledge, skills and experience to do the job competently.

Selection Criteria (Essential and Desirable)

The Essential Criteria must be met if you are to fulfil the responsibilities of the job. Applicants need to demonstrate that they meet the criteria and their level of competence. If you cannot demonstrate this it is unlikely you will be considered for the position.

The Desirable Criteria enhances your qualifications for the job. You may still be selected for further consideration if you do not meet any or all of these criteria, but illustrating that you do will improve your chances considerably.

It's important that you are able to detail how and why you consider yourself suitable for the position by thoroughly addressing each of the selection criteria. Each selection criterion should be responded to separately. If your application does not address each of the selection criteria your application is likely to be culled.

When addressing the selection criteria take into account the following:-

Demonstrated means that you have actually performed the activity or applied the skill in the past as opposed to having the potential to do so.

Knowledge of or the ability to rapidly acquire the knowledge of means that you already have the required knowledge or you can provide examples of past situations which have required the rapid acquisition of knowledge.

Thorough, sound or high level indicates that a more advanced level of knowledge or skill may be required.

Shortlisting and Interview

Shortlisting of job applications for positions is usually carried out on receipt of individual applications. The application is then assessed against the criteria. If the criteria is met, an interview will be offered and held with at least two (2) panel members that are staff members of Council. The applicant will be contacted by phone if an interview is offered.

Interviews are held at Council Chambers. Face to face interviews are preferred; however, if an applicant is unavailable for a personal interview due to excessive distance or other reasonable grounds, Council will conduct a tele conference. The same interview questions and format is followed for each candidate and the interview process usually takes 30 minutes.

Referees

Applicants are asked to provide contact details of a minimum of two (2) current referees. Council prefers that referee information includes the applicant's relationship to the referee, for example Supervisor/Manager.

Please note that it is the responsibility of the applicant to advise their referees that they are applying for a position and secure their permission as a point of reference for Council to make contact directly with them.

Appointment Process

The process normally takes a few days up to a week from the time of interview to the time of advising the successful applicant.

The successful applicant is contacted by telephone at which time a verbal offer of employment is made pending a satisfactory pre-employment Medical. If the applicant accepts the position, the HR, Workforce Development & Safety team then initiates the pre-employment process. Unsuccessful interviewees are advised in writing.

Some general points to remember when applying for a position

- Applicants are encouraged to read the Job Information Package.
- Your application should include Council's Job Application Cover Sheet, your resume (including your employment history and any qualifications) and your response to the selection criteria (essential & desirable).
- Please do not enclose original documents in your job application. Council will not be responsible for misplacing original documents.
- Please keep a copy of your application.
- Applications should be emailed, and addressed to the Chief Executive.

If you require further information in relation to Council's recruitment processes, please contact HR, Workforce Development & Safety.
