

POSITION TITLE:	Senior Corporate Information Officer	CLASSIFICATION:	Band 5
REPORTS TO:	Coordinator Corporate Information	DIRECTORATE	Organisation Capability
DEPARTMENT:	Communications & Customer Operations	TEAM:	Corporate Information

OUR STRATEGIC CONTEXT

PURPOSE

Our organisation is accountable, sustainable, and delivering effective services to our community.

VISION

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

Perform a vital role in the delivery and provision of day-to-day operational records and information management services in accordance with the Public Records Office Victoria (PROV) and Council policies. You will supervise and support the Corporate Information Officers in the course of their duties, oversee the Records Management Helpdesk, maintain operational procedures and training services, compile recordkeeping statistics, and play a key role in the management of the Quarterly Archival Program (QAP).

RESPONSIBILITIES	KEY OUTCOMES
Leadership and Management	<ul style="list-style-type: none"> Supervise the Corporate Information Officers in the delivery of day-to-day records and information management services. Provide operational guidance to Corporate Information Officers, allocate tasks, and monitor service levels. Oversee the Records Management Helpdesk. Coaching, mentoring and developing staff capabilities as required and ensure staff SDP's are completed on time. Role-model a customer-centric, compliant, and safety-focused culture.
Training & Development	<ul style="list-style-type: none"> Maintain, develop, and facilitate effective training for new and existing Corporate Information staff. Provide advice and training to Council staff regarding archival lodgments.
Operational Activities	<ul style="list-style-type: none"> Responsible for maintaining operational procedures and practices, including taking the initiative to identify and recommend enhancements and improvements to policies, procedures and practices. Capture and compile statistics which provide evidence of recordkeeping at Council. Actively participate in the management of the Quarterly Archival Program (QAP). Undertake and delegate systems administration duties as directed within the skills and abilities of a position at this level.

	<ul style="list-style-type: none"> Actively assist project teams to conduct archiving projects.
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KEY WORKING RELATIONSHIPS


Direct reports: Corporate Information Officers
Internal: Internal stakeholders
External: External stakeholders

REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

Accountability and extent of authority	<ul style="list-style-type: none"> Ability to supervise and guide resources, teams or other employees effectively, ensuring adherence to defined objectives and budgets while maintaining regular communication and reporting to senior management. Competence in providing specialist advice or regulating client interactions within established guidelines, with an understanding of the implications of decisions and the ability to navigate appeals or reviews by senior staff. Capacity to provide direct support to senior employees, exercising broader decision-making freedom that impacts overall team performance and outcomes, while maintaining alignment with organizational standards and procedure. Roles focused on supporting senior staff involve some independent decision-making within guidelines. The quality of this support directly impacts the performance of those being assisted.
Judgement and decision making	<ul style="list-style-type: none"> Ability to assess well-defined objectives and select the most suitable methods, technologies, or processes from various alternatives, leveraging professional knowledge and experience. Competence in tackling complex or technical issues that require innovative solutions, demonstrating originality and resourcefulness when faced with unfamiliar challenges. Skill in seeking and incorporating guidance and advice from colleagues or experts, ensuring informed decision-making within the necessary timeframes.
Specialised knowledge and skills	<ul style="list-style-type: none"> Ability to effectively utilise an Electronic Document and Records Management System (EDRMS), preferably Content Manager (TRIM), and TechOne's Enterprise Content Management (ECM). Strong knowledge of records and information management practices, including familiarity with, and ability to interpret applicable legislation and regulations. Thorough understanding of IT systems, records and information management tools, and conducting archiving projects.
Management Skills	<ul style="list-style-type: none"> Ability to effectively manage time, set priorities, and organize tasks to meet objectives efficiently within available resources and deadlines. Strong understanding of personnel practices, including equal employment opportunity, occupational health and safety, and employee training and development. Proficient in planning and coordinating work activities for oneself and others to achieve specific goals and enhance overall team performance.
Interpersonal skills	<ul style="list-style-type: none"> Strong verbal and written communication skills to engage clients and colleagues clearly and professionally. Ability to work cooperatively with diverse groups, fostering a supportive environment and building strong relationships. Skilled in addressing issues and mediating conflicts, promoting positive outcomes and mutual understanding.
Qualifications and Experience	<ul style="list-style-type: none"> A tertiary qualification in business or records and information management or related field along with supervisory experience in a records and information management environment, or Demonstrated work experience in records and information management that showcases applicable skills and knowledge.

- Proficient in IT systems and Records and Information databases, with a strong ability to apply these skills in a practical work setting.
- Must possess a current [Working with Children Check/Valid Police Check] or be willing to obtain both prior to commencing employment
- This role may be required to complete routine medical checks, undergo fit to work testing, update their police check as necessary, and maintain a current Working with Children Check to ensure compliance with organisational policies and safeguarding standards.
- Licensing and Background Checks: Current Victorian driver's licence, ability to complete a satisfactory police check, and a current Working with Children Check (WWC).

Capability Framework: Level 1 Accomplished

Capabilities are the essential skills and behaviours needed for effective role fulfillment, represented as observable actions

Project Management	Develop essential skills in effective planning, coordination, and control. Responsibilities include tracking tasks to ensure deadlines are met, understanding team objectives, managing time efficiently, and providing valuable feedback for continuous improvement, all contributing to the overall success of the project
Change	Creating Path Through Change by advocating for continuous improvement and contributing new ideas to enhance processes. You will embrace innovative approaches and utilize data to identify opportunities for enhancing work systems, ultimately benefiting both our business and community
Communication	Effectively communicate with clarity and respect, actively listen and engage with others, adapt language and non-verbal cues as needed, prepare well-structured written materials, and contribute regularly to team discussions and community engagement
Good governance	Utilise technologies and data to enhance efficiency while ensuring compliance with information security and organisational policies. Support process improvements and help colleagues understand relevant guidelines and procedures.
Achievement	You will deliver customer and community-focused services aligned with strategic objectives. You will seek diverse perspectives, build internal and external networks, and complete tasks on time under guidance. Contributing to resource allocation and team goals, your work will prioritize the needs of customers and the community
Leadership Impact	You will contribute to a culture of continuous improvement by embracing feedback and supporting your colleagues. You will help ensure that everyone understands how their roles align with our goals and participate in recognising high-quality work while promoting the value of diversity within Stonnington

WHAT WE ARE ALL RESPONSIBLE FOR


Workplace Health, Safety and Wellbeing:	We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.
Diversity, Equity, and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise We are Responsive We are Transparent We are Consistent We Follow Through
Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Position Description



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Stonnington.
Work that matters.
People who make
a difference.

Review date:

Jan 2026