

<b>POSITION TITLE:</b>	Corporate Information Officer	<b>CLASSIFICATION:</b>	Band 4
<b>REPORTS TO:</b>	Senior Corporate Information Officer	<b>DIRECTORATE</b>	Organisation Capability
<b>DEPARTMENT:</b>	Customer Operations	<b>TEAM:</b>	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

Responsible for the effective management of Council records by capturing and controlling incoming documentation in accordance with organisational standards. Develop and maintain meaningful metadata and access points to ensure records are easily findable and accurately described. Ensure records are stored securely while maintaining appropriate accessibility for authorised personnel. Provide advice and assistance to internal stakeholders regarding recordkeeping practices, requests, and enquiries to support compliance and operational efficiency.

RESPONSIBILITIES	KEY OUTCOMES
Registration of Corporate Records	Ensure the accurate and timely processing, classification, and registration of all incoming correspondence, including emails, postal mail, and cheques, in line with Council's records management procedures.
Processing of Digitisation Requests	Undertake archival and retrieval services for both hardcopy and electronic records, ensuring documents and files are managed, stored, and maintained in accordance with established records management policies and procedures.
Compliance	Maintain strict compliance with the requirements and standards set by the Public Records Office Victoria (PROV), as well as adherence to all relevant Council policies, procedures, and confidentiality protocols to uphold the integrity, security, and lawful management of records.

Customer Service to internal stakeholders	Provide high-quality support services and professional advice to all internal and external customers, responding promptly to enquiries and assisting with recordkeeping needs to facilitate effective information management.
Archiving	Assist in the preservation, storage, disposal, description, and security of Council's secondary and archival records, ensuring compliance with relevant policies and regulatory requirements.

## KEY WORKING RELATIONSHIPS



Direct reports: N/A

Internal: Internal Stakeholders

External: External Stakeholders

## REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

Accountability and extent of authority	<ul style="list-style-type: none"> <li>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.</li> <li>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</li> <li>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</li> <li>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.</li> </ul>
Judgement and decision making	<ul style="list-style-type: none"> <li>Ability to assess well-defined objectives and select the most suitable methods, technologies, or processes from various alternatives, leveraging professional knowledge and experience</li> <li>Competence in tackling complex or technical issues that require innovative solutions, demonstrating originality and resourcefulness when faced with unfamiliar challenges.</li> <li>Skill in seeking and incorporating guidance and advice from colleagues or experts, ensuring informed decision-making within the necessary timeframes.</li> </ul>
Management Skills	<ul style="list-style-type: none"> <li>Ability to effectively manage time, set priorities, and organize tasks to meet objectives efficiently within available resources and deadlines.</li> <li>Strong understanding of personnel practices, including equal employment opportunity, occupational health and safety, and employee training and development.</li> <li>Proficient in planning and coordinating work activities for oneself and others to achieve specific goals and enhance overall team performance.</li> </ul>
Interpersonal skills	<ul style="list-style-type: none"> <li>Strong verbal and written communication skills to engage clients and colleagues clearly and professionally</li> </ul>

	<ul style="list-style-type: none"> <li>Ability to work cooperatively with diverse groups, fostering a supportive environment and building strong relationships.</li> <li>Skilled in addressing issues and mediating conflicts, promoting positive outcomes and mutual understanding.</li> </ul>
Qualifications and Experience	<ul style="list-style-type: none"> <li>A certificate/degree or diploma in relevant field is preferred, though lesser formal qualifications may be acceptable with equivalent work experience.</li> <li>Demonstrated work experience in specific area or role that showcases applicable skills and knowledge.</li> <li>Proficient in [specific tools, technologies, or methodologies], with a strong ability to apply these skills in a practical work setting.</li> <li>Must possess a current [Working with Children Check/Valid Police Check] or be willing to obtain both prior to commencing employment</li> <li>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.</li> <li><b>Licensing and Background Checks:</b> Current Victorian driver's licence, ability to complete a satisfactory police check, and a current Working with Children Check (WWC).</li> </ul>

## 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.

Review date: June 2025