

Position Description

Title	Business Information Coordinator
Band	4
Location	Newhaven Head Office, Phillip Island
Department	ICT
Division	Corporate and People
Reports To	Manager ICT – CIO
Direct Reports	Business Information Officer

The Business Information Coordinator is responsible for coordination of the Corporation's information assets to enhance its decision making capacity, assist efficient service delivery and support good corporate governance ensuring ongoing integrity and security of data.

Key Responsibility Areas

- Develop and maintain the Corporation's Records Management Framework.
- Develop and coordinate the implementation of the Corporation's Information Management Strategy.
- Administer the Corporation's Electronic Document Management System (EDRMS) program (CM9).
- Promote compliance with the Public Records Act 1973 and standards issued from time to time by the Keeper of Public Records.
- In conjunction with the Manager ICT - CIO ensure the Corporation's compliance with the Victorian Protective Data Security Standards (VPDSS).
- Oversight of the Corporation's archive and secondary storage facilities.
- Develop and maintain the Corporation's Privacy Framework.
- Promote compliance with Victorian Information Privacy Principles (IPPs)
- Maintain and assist in the continuous improvement of the Corporation's business information management systems:
 - > To continuously improve governance requirements for internal and external customer service ethos and image.
 - > To provide a timely and effective document and file information flow, management and retrieval for the Corporation.
- Receipt, investigate and respond to privacy complaints and queries received by the Corporation and liaise with the Privacy and Data Commissioner as required.

- Ensure the Corporation complies with Freedom of Information (FOI) publication obligations and assist the Manager, Strategy, Performance and Governance in FOI enquiries where necessary.
- Work with other like organisations (e.g. other water corporations) to improve the efficiency of Knowledge Management (KM)
- Assist with the development of the KM team annual business plans and complete monthly reporting in line with organisational requirements.
- Assist with the development of the KM team budget and complete monthly forecasting processes, ensuring timely and accurate reporting against budget.
- Provide training and support to all staff on the Corporation's EDRMS (CM9).
- Provide administrative support to the Manager ICT – CIO as directed.
- Other duties within the scope of responsibility as directed.

Qualifications and Experience

- Tertiary qualification in records administration or significant experience in the delivery of Records Management services within a government or corporate organisation.
- Knowledge of regulatory guidance for Victorian Public Sector entities as related to document management systems would be highly regarded.
- Demonstrated experience in delivering effective customer service to both internal/external customers.
- Demonstrated experience and ability to manage sensitive information appropriately.
- Demonstrated experience in the development of strategy and policy documents specific to the management of corporate information.
- Demonstrated experience in project management fundamentals.

Management and Interpersonal Skills

These positions require skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee development.

These positions require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.

All employees in this band must also be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

Accountability and Extent of Authority

Positions in this band may manage resources and/or provide advice to or regulate clients and/or provide input into the development of policy.

In positions where the prime responsibility is for resource management, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.

Many positions in this band would have a formal input into policy development within their area of expertise and/or management.

In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken in this band on individual clients may be significant but it is usually subject to appeal or review by more senior employees.

Few positions in this band are primarily involved in policy development. Where they are, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output of the positions can have a significant effect on the process of policy development.

Judgement and Decision Making

The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

Specialist Knowledge and Skills

Typically, these positions require proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.

All positions require an understanding of the long term goals of the functional unity in which the position is placed and of the relevant policies of both the unit and the wider organisation.

Some positions in this band, particularly those where the primary function is to manage resources, require a familiarity with relevant budgeting techniques.

Primary Physical Requirements

Sitting: the employee is required to sit for extended periods of time.

Standing: the employee is required to remain on his or her feet in an upright position for extended periods of time.

Climbing: the employee is required to climb stairs, fences and or ladders and work above ground or below ground as required.

Walking: the employee is required to walk varying distances during the course of his or her work.

Lifting / Carrying: the employee is required to lift and carry heavy and awkward objects in accordance with safe lifting techniques during the course of his or her work.

Pulling / Pushing: the employee is required to exert force to push or pull objects during the course of his or her work.

Gripping / Grasping: the employee is required to regularly pick up and grip objects.

Reaching: the employee is required to reach for objects.

Squat / Bend / Kneel / Stoop and Crouching: the employee is able Squat, Bend, Kneel, Stoop and Crouch for extended periods of time.

Speaking / Hearing / Seeing: the employee is required to hear, see and communicate work related instructions.

Driving: the employee is required to drive cars and 4WDs.

Key Selection Criteria

- Tertiary qualification in records administration or significant experience in the delivery of Records Management services within a government or corporate organisation.
- Knowledge of regulatory guidance for Victorian Public Sector entities as related to document management systems would be highly regarded.
- Demonstrated experience in delivering effective customer service to both internal/external customers.
- Demonstrated experience and ability to manage sensitive information appropriately.
- Demonstrated experience in the development of strategy and policy documents specific to the management of corporate information.
- Demonstrated experience in project management fundamentals.