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Information Management Coordinator (Records
Management)

(Ongoing/Full Time)

Position Description



WESTERNPORT
WATER

Position Description

Title	Information Management Coordinator (Records Management)
Band	5
Location	Newhaven Head Office, Phillip Island
Department	ITC
Division	Corporate & Customer
Reports To	Manager ICT
Direct Reports	Nil

The Information Management Coordinator supports the Manager, ICT by overseeing the Corporation's information management and recordkeeping. The role coordinates the day-to-day operation, maintenance, and improvement of systems, frameworks, and controls, ensuring compliance with legislative and organisational requirements, while working autonomously within set priorities and direction.

Key Responsibility Areas

- Coordinate the administration and stewardship of corporate information management platforms, including the Electronic Document and Records Management System (EDRMS – OpenText Content Manager), Microsoft Teams, SharePoint, corporate file systems, and network drives. Act as the operational point of contact for these platforms, liaising with vendors to monitor service delivery and resolve issues.
- Develop, maintain, and review the Corporation's Information and Records Management policies, standards, procedures, and supporting documentation, ensuring alignment and compliance with legislative and regulatory requirements, including the Public Records Act 1973, PROV standards, and the Victorian Information Privacy Principles (IPPs).
- Provide specialist advice and guidance to staff and system owners on information management, privacy, and records compliance requirements, and deliver role-based training to support improved organisational practices.
- Implement and maintain the Corporation's information governance framework, including information architecture, metadata standards, classification schemes, retention and disposal authorities, access controls, and lifecycle management across corporate systems.
- Liaise with ICT and system owners to ensure information management requirements are embedded in system configuration, upgrades, integrations, and documented information flows between systems.
- Coordinate information management audits, maturity assessments, and assurance activities, including preparation of evidence, reporting, and supporting the Manager ICT with the annual Victorian Protective Data Security Standards (VPDSS) attestation processes.

- Monitor legislative and regulatory developments impacting information management and provide timely advice on implications, risks, and recommended responses.
- Lead the organisations physical and APROSS secondary storage arrangements, including archive services and secure disposal of physical records, in accordance with approved standards and procedures.
- Develop and prepare reports, metrics, and briefing materials on information management performance, risks, and improvement initiatives for the Manager ICT and executive stakeholders.
- Represent the organisation in relevant industry forums and professional networks, including Water Industry Information Management Special Interest Groups and organisations such as RIMPA Global.
- Administer the receipt, registration, custody, and release of bank guarantees in accordance with approved governance, delegations, and recordkeeping requirements.

Qualifications and Experience

- Tertiary qualification in Business, Finance, Information Management, or a related discipline, or substantial experience in records and information management, preferably within the public sector or another highly regulated environment.
- Strong knowledge of relevant regulatory and governance frameworks, including records management, information security, privacy, and Freedom of Information obligations.
- Extensive experience working with electronic document and records management systems (EDRMS), with experience in TRIM or OpenText Content Manager highly desirable.
- Demonstrated experience developing and implementing corporate information management strategies, policies, standards, and procedures.
- Proven ability to engage and collaborate with diverse stakeholders, provide expert advice, and influence improved information management practices.
- Strong judgement and problem-solving skills, including the ability to work effectively in ambiguous situations and manage sensitive information with a high level of discretion.

Management and Interpersonal Skills

These positions require skills in managing time, setting priorities and 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 despite conflicting pressures.

In this band, the position requires an understanding and an ability to implement personnel policies and practices including agreements, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees development schemes. They would be also expected to contribute to the development and implementation of long term staffing strategies.

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

Employees in this band must also be able to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within 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 participate in the development of policy.

In positions where the prime responsibility is for resource management, the freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.

In positions where the prime responsibility is to provide specialist advice to or regulate clients, the freedom to act is subject to professional and regulatory review. The impact of decisions made or advice given may have a substantial impact on individual clients or classes of clients.

In positions where the prime responsibility is in policy formulation, the work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.

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

Judgement and Decision Making

These positions are essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate. Guidance is not always available within the organisation.

In positions where the prime responsibility is in policy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

Specialist Knowledge and Skills

Input into budgeting and resourcing the group based on projected workloads and system needs.

These positions require proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities.

Where the prime responsibility is in policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.

An understanding is required of the long term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.

Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required.

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 4WDs and forklifts.

Organisational Relationships

Internal: All staff Operational Leadership Team	External: Other Water Corporations Government Departments Consultants Contractors
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Key Selection Criteria

- Tertiary qualification in Business, Finance, Information Management, or a related discipline, or substantial experience in records and information management, preferably within the public sector or another highly regulated environment.
- Demonstrated experience administering or supporting electronic documents in Microsoft 365 and records management systems (EDRMS), with experience using TRIM or OpenText Content Manager highly desirable.
- Proven ability to develop and implement policies, strategies, standards, and procedures that support effective corporate information governance and lifecycle management.

- Demonstrated ability to engage with diverse stakeholders, provide specialist advice, and embed improved information management practices across an organisation.



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