

Records Management Support Officer

Location	Thames Coromandel District	
Reports to	ICT Operations Manager	
Group	Corporate Services	
Direct Reports	Nil	
Financial Authority	Nil	
Functional Relationships	<i>Internal</i> ICT Operations Manager and Team, all of Council staff.	<i>External</i> Post and courier providers, stationery suppliers.

Our Council

As one of the largest employers on the Coromandel Peninsula, we are proud to be Thames-Coromandel District Council.

We will provide high quality, affordable services and facilities with excellent customer service. We will maintain innovative leadership and empower our communities. We will strive to make the Coromandel Peninsula a desirable place to live, work and visit.

To achieve our vision we aim to attract, employ and support people to be their best while being guided by our core values of **respect, integrity, innovation** and **teamwork**.

How you fit

The **Records Management Support Officer** maintains and supports information and records management processes across Council by providing the following services:

- Records and Information Management as it relates to Local Government
- Effective and accurate retrieval of records and information within legislative time frames
- Retention and Disposal support for Records and Information
- Taxonomy Support
- Correspondence management

Your responsibilities

Accountable for	Successful when
<p>Records Management Delivery</p>	<p>Council staff are supported in the effective use of our record and information systems.</p> <p>Support and guidance on Council's policies, standards and legislative requirements for the retention and disposal of records and information, is provided to the organisation.</p> <p>Retrieval of information, including archives, is effective, accurate and within legislative time frames.</p> <p>The records room is managed efficiently, ensuring retention and disposal routines are acted on by departments.</p> <p>Physical records are digitised and held appropriately within our content management system.</p> <p>Backlogs of physical records are assessed, scanned and registered into our record and information system so that the information is readily available for those requiring it.</p> <p>Council's external archive collection is maintained, including recalling existing items and lodging new items and the destruction of records due for disposal.</p> <p>Support for mail-out requirements provided to departments to ensure their communication deadlines is met.</p>
<p>Quality Assurance</p>	<p>Ensuring relevant metadata is captured and applied in our records management system for records and information by:</p> <ul style="list-style-type: none"> • Auditing records and documents registered to ensure they comply with Council's Corporate standards. • Monthly reports are provided on records systems status, providing insight to the number and quality of registrations, errors and other risks.
<p>Process ownership and development</p>	<p>New opportunities for improving information use and workflow across the organisation are identified, developed and communicated.</p> <p>Good practice is promoted for records and information generated and used in applications and document management systems.</p> <p>Record management tasks are prioritised and co-ordinated efficiently.</p> <p>Awareness of trends and developments in records and information management is maintained.</p>

Your responsibilities

Accountable for	Successful when
Guidance and Support	<p>Guidance and Support are provided to staff on day-to-day records management matters.</p> <p>Staff are aware of correct processes and required standards, for Record and Information keeping across the organisation and you can support departments in maintaining accurate, retrievable information as required.</p> <p>Sharing of Knowledge and expertise through positive collaboration that supports a high level of service.</p>
Correspondence Management	<p>Inbound correspondence is scanned and distributed via our records management system in accordance with service level agreements.</p> <p>Outwards correspondence is prepared and ready to be sent out within agreed timeframes.</p> <p>Support provided to the organisation for their Mail-Merge and Mail-out requirements.</p> <p>Communicates effectively with service providers on delivery requirements, dates and deadlines.</p>
Relationship Management	<p>A positive, helpful approach is provided to all staff and key stakeholders with professional, accurate and relevant information shared.</p> <p>Support to Managers and staff seeking and/or receiving advice and guidance is provided as requested, in a timely manner.</p> <p>Sound professional relationships are established and fostered.</p>
Organisational Support	<p>Procedures, information systems and policies are documented and complied with.</p> <p>Appropriate and agreed continuous professional development is undertaken.</p> <p>Civil Defence and Emergency Management training and activities are participated in.</p> <p>Other duties are completed, as requested by the manager, to support the business unit.</p>

Your responsibilities

Accountable for	Successful when
Health, Safety & Wellbeing	<p>All reasonably practicable steps are taken to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or inaction.</p> <p>All reasonable workplace health and safety policy and procedures are followed.</p> <p>Any reasonable instructions given are complied with.</p> <p>A personal commitment to Health, Safety and wellbeing is demonstrated, in accordance with TCDC's Health and Safety Policy.</p>
Te Tiriti o Waitangi	<p>Commitment to an understanding of Te Tiriti o Waitangi is demonstrated, building a knowledge of Tikanga Māori.</p>

About you

Honesty, Enthusiasm, Accountability, Respect and Teamwork are considered core competencies for all staff.

A successful *Records Management Support Officer* will need the following to succeed:

Education / Training	<p>Formal certification/qualification in records and archives, or a minimum of 3 years' experience in a similar role.</p>
Experience, knowledge, skills and attributes	<p>A sound understanding of records management strategies, policies, systems and practices.</p> <p>An understanding of statutory processes and legislation relevant to this role – i.e. Records Management Standards, Public Records Act, Local Government Official Information & Meetings Act 1989 (LGOIMA) and the Privacy Act 1993.</p> <p>Experience in administering and supporting an electronic document management system.</p> <p>An understanding of the local government context and environment, and sufficient general business knowledge, relevant to the role.</p> <p>Strong interpersonal and communication skills, with the ability to communicate effectively with all levels of an organisation.</p>

	<p>Solution focused, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities.</p> <p>An improvement focused, team player who shows initiative and inspires commitment to achieve Council outcomes.</p> <p>Decision making and problem-solving skills, can confidently analyse and apply key information with good judgement and takes accountability.</p>
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I certify that I have read this position description and reasonably believe that I understand the requirements of the position. I understand that:

- a) This position description may be amended by the employer following reasonable notice to me
- b) I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position.

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Employee

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Date

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Employer

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Date