

POSITION TITLE	Records Officer
DEPARTMENT	Corporate & Community Services
GROUP	Information Systems & Governance
LOCATION	Mareeba
CLASSIFICATION / LEVEL	LGOA Level 1
REPORTS TO	Coordinator Governance & Compliance

Department Summary

The Corporate & Community Services Department ensures an integrated approach to the delivery of internal organisational services and the provision of external services of Council to the community.

Department business units include:

- Finance
- Customer & Community Services
- Human Resources
- Information Systems & Governance
- Building & Plumbing Services

Position Summary

Our Records Officer supports the Governance & Compliance team to ensure the consistent and timely management of Council's records. This covers the entire life cycle including record creation, editing, retrieval and, when appropriate, destruction. The position involves manual handling and physically demanding work from time to time. It is the responsibility of the Records Officer to ensure they are and remain physically fit and able to efficiently and consistently undertake these tasks.

The Records Officer also assists with governance and compliance administrative tasks as required.

Key Responsibilities

- Process daily incoming and outgoing physical mail correspondence
- Analyse, classify and capture incoming correspondence for tasking to relevant Council officers for action
- Monitor and record all physical file movements
- Assist in the maintenance and transfer of physical files to and from secondary storage
- Assist in maintaining Council's primary and secondary records storage facilities
- Provide ad-hoc support and occasional one-on-one training to staff in the use of Council's Electronic Document and Records Management System (EDRMS) and other related products
- Assist in the development and maintenance of procedures regarding the use of Council's EDRMS and other related products
- Develop and maintain a sound working knowledge of relevant legislation and associated retention and disposal schedules
- Other reasonable duties as directed from time to time

Skills and Knowledge

- Sound organisational skills with the ability to self-manage priorities, meet deadlines and exercise initiative
- Sound skills in oral and written communication with internal and external customers
- Sound ability to use computers with accurate keyboard skills, including an understanding and use of word processing, spreadsheets, electronic records management and other software relevant to the position, or the ability to rapidly acquire these skills
- Ability to work with members of a team and constructively contribute to that team
- Ability to exercise confidentiality, discretion, sensitivity and judgement

Qualifications and Experience

Essential (Mandatory for the Position)

- Current Queensland C class driver's licence
- Experience working in an administration or compliance environment

Desirable

- Relevant industry experience in Records Management or the demonstrated ability to acquire the skills required
- Ability to undertake investigations to assist in reaching outcomes related to minor procedural issues within established constraints under supervision
- Knowledge of or the ability to acquire knowledge of relevant legislation
- Knowledge of or the ability to acquire knowledge of relevant Council policies and procedures relevant to Records Management
- Knowledge of or the ability to acquire knowledge of Council's Records Management Systems, particularly Technology One ECM
- An understanding or developing knowledge of statutory requirements relevant to Records Management

Environmental Obligations

All employees have a legal obligation to comply with environmental legislation and must comply with any Environmental Authority issued to Council to carry out activities. Clause 4.2.5 of the Employee Code of Conduct provides further detail on employee and supervisor compliance requirements.

Work Health and Safety Obligations

All employees have a legal obligation to comply with WHS legislation. Employees must work in accordance with the Council Safety Management System – SAFE PLAN - and comply with the WHS Responsibility Statement relevant to their position - see Schedule S3 attached.

Employees may be required at Councils discretion to undertake First Aid Officer, Fire Warden and other Work Health and Safety related functions and roles in accordance with their WHS Responsibilities as outlined in the Statement attached in Schedule S3. When required to perform these functions and roles Council will provide relevant training.

SCHEDULE S3
WHS RESPONSIBILITY STATEMENT

Workers

All employees have a legal obligation to comply with WHS legislation, the Council WHS Management System (SAFE PLAN), WHS policies, procedures and work instructions. These operate to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

The following responsibilities apply to all employees, including permanent, part-time and casual employees:

1. Ensuring you keep up to date and comply with WHS legislation and SAFE PLAN (WHS Plan) and participate in the completion of Monthly Action Plans (MAPs)
2. Performing all work and associated functions in a safe manner
3. Complying with WHS policies, procedures, reasonable written or verbal work instructions issued by Council or its officers
4. Correctly using and maintaining all personal protective clothing and equipment supplied by Council
5. Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and/or to report hazards and risks in accordance with WHS procedures
6. Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Council property generally
7. Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage as requested
8. Attending relevant toolbox talks, team discussions or specific training organised by Council
9. Identifying the location of first aid treatment centres, fire protection facilities and evacuation procedures in the work area
10. Support safety in the workplace by undertaking first aid officer, fire warden and other WHS related functions in your workplace
11. Working in a manner that will not endanger you, other employees or the public
12. Cooperate with any reasonable instruction given by Council officers
13. Report any safety concerns to your supervisor
14. Ensuring compliance with National Heavy Vehicle legislative requirements relevant of this position

I have read and understand the above Position Description and WHS Responsibility Statement (S3)					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	

Last Review Date: 3 September 2025