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| Position Title | Records Officer |
| Portfolio | Office of the CEO |
| Division | Registrar |
| Department/Cost Centre | Registrar - 02020 |
| Classification | Specialist Staff 4.1 |
| Position Number/s | 101941 |
| Reporting to | Registrar |
| Supervises | Nil |

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none. Our campuses are located in Warrnambool, Portland, Hamilton and Colac, with facilities and services set to expand as the region grows.

Our **Ambition** is to provide future focused education that creates a lifetime of opportunity and employability. Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The Office of the Registrar acts as South West TAFE's manager of Government related Contracts overseeing the reporting requirements to Stakeholder bodies across all jurisdictions and relevant legislative obligations, and is responsible for informing and monitoring the implementation of strategies to mitigate risk and maximise opportunities in relation to these. The Registrar provides strategic and high level professional advice and support on matters of management and interpretation of Contractual arrangements, obligations and legislative requirements.

The Registrar is the custodian of the Organisation's Scope of Registration and its inherent obligations. They also oversee the Organisation's records management and archiving processes and responsibilities.

The Registrar is also the nominated position for Child Safety Officer for South West TAFE.

The Office of the Registrar is the nominated contact for official interaction with regulatory authorities such as Australian Skills Quality Authority (ASQA), Victorian Registration and Qualifications Authority (VRQA), Victorian Curriculum and Assessment Authority (VCAA), WorkReady (SA) and other regulatory authorities that regulates SWTAFE's academic delivery requirements and student wellbeing.

Position Overview (Your Opportunity)

The Records Officer is a new role that supports the Registrar to implement and maintain an enterprise-wide framework for effective recordkeeping including relevant Policy and Procedures. They will be seen as the authoritative source for guidance on records storage, retention and destruction to meet our business and regulatory requirements.

Under the guidance of the Registrar, the Records Officer will develop recordkeeping capability within South West TAFE through training and awareness programs, staff engagement, and support and advice. As part of this they will assist in transitioning to an electronic recordkeeping environment by working across South West TAFE to identify opportunities for improvement in managing records

To ensure sustainability, the Records officer will drive an ongoing organisation-wide awareness of recordkeeping practices and an understanding of the tools and processes in an environment where digitisation is becoming a core business activity.

The position requires sound decision making relevant to the scope of the role in accordance with relevant existing policies and procedures. They are expected to operate on a day to day basis unsupervised, to be organised, to operate efficiently and to determine appropriate action on a variety of issues.

The Records Officer is expected to display professionalism, confidentiality, initiative, sound judgement, excellent interpersonal skills and exceptional customer service at all times.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation, These accountabilities include but are not limited to:

Your Position

- Ensure recordkeeping policy, procedures and processes are documented and maintained.
- Engage with staff at all levels to ensure they are fully aware of their records management obligations and responsibilities. Provide guidance on practices and compliance with legislative requirements; instruct staff on their responsibilities through briefings and face-to-face support.
- Ensure appropriate records management processes are in place tailored to the needs of each business area, and develop consistent and innovative records and information management solutions that meet relevant legislation, industry standards and regulatory frameworks
- Develop and deliver an ongoing organisation-wide awareness of recordkeeping practices and an understanding of the tools and processes in an environment where digitisation is to become a core business activity.
- Drive improvement of the organisation's record keeping processes as identified through reviews and audits.
- Assist with monitoring compliance of Student Administration files by undertaking a "Review Process" prior to finalisation of the file.
- Develop and maintain a records retention/disposal program, including managing the processes for the retention, destruction, storage and access to inactive records (in electronic & hardcopy format)
- Monitor compliance and regulatory requirements affecting the organisation's recordkeeping and brief the Registrar on any modifications required to current practice.
- Liaise with the Registrar to ensure an ongoing audit program of records management practices monitors compliance with the organisation's policies and procedures, Public Records Office Victoria (PROV) standards and external audit requirements.
- Keep abreast of developments in the digitisation industry, recommend enhancements and implement approved initiatives and programs aimed at enhancing the organisation's information management practices particularly in terms of:
 - minimising dependency on paper
 - optimising an objective of borne digitised, stays digitised
 - minimising the need to distribute paper copies both internally and externally
 - ensuring that appropriate processes and tools are in place to assist staff across the organisation to undertake their day to day functions in a digitised environment
 - making best use of the organisation's future electronic documentation management systems
- Maintain an informative and facilitative relationship with staff undertaking records management activities across the organisation to improve how records are captured, managed and accessed. Work with the business areas to understand and document their business processes and the relationship with information and records, identifying and recommending opportunities for digital process improvement and automation
- Maintain relationships with external suppliers, e.g. off-site storage

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seeks appropriate assistance
- Keep up to date with relevant information and industry best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisations Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Ability to work in accordance with our values and behaviours
- Minimum 2 years' experience in the management of digital and hard copy records in accordance with legislative requirements and in applying best practice records management in a digital environment with a comprehensive understanding of Electronic Documentation Management Systems
- Vision and ability to develop best practice in digitisation and records management environments and experience in reviewing and implementing records management processes and systems in accordance with contemporary industry practice and standards
- Sound knowledge of and demonstrated ability to understand and interpret standards, legislation and government policy, as well as provision of advice on records management issues of a complex, critical and sensitive nature
- Knowledge of, and proficiency in, understanding business processes and the application of information technology in relation to information and records management and information security to support these processes.
- Proven ability to liaise effectively and work collaboratively with a wide range of stakeholders to facilitate change and achieve desired outcomes.

Qualifications and Requirements

Mandatory requirements

- Relevant Diploma level qualification in records management with relevant work experience or a suitable combination of lesser qualifications and significant relevant experience
- Employee Victorian Working with Children and satisfactory Police Check

Highly desirable requirements

- Experience using Microsoft Office products and relevant industry software and programs
- Experience in Vocational Education & Training (VET) Industry

Additional Information

- South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
- South West TAFE promotes the safety, wellbeing and inclusion of all children including those with a disability
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2016
- Any member of SWTAFE may be required to work at any site dependent upon business needs

| | Authority level | Name | Date |
|-----------------------|------------------------------|-----------------|------------|
| Prepared by | Recruiting/Hiring Manager | Janene O'Connor | 15/05/2019 |
| Approved by | Department Executive Manager | Mark Fidge | 1/07/2019 |
| P&C review | People & Culture | Lynden Brown | 08/08/2019 |
| Agreed by | Incumbent | | |