

## CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

|  |   |                               |
|--|---|-------------------------------|
| <b>POSITION TITLE:</b><br>Archivist                            | <b>DIRECTORATE:</b><br>Corporate Strategy & Performance | <b>DATE:</b><br>June 2018     |
| <b>REPORTS TO:</b><br>Team Leader Information Management       | <b>SERVICE UNIT:</b><br>Customer & Information Services | <b>LEVEL:</b><br>5            |
| <b>POSITION NUMBER:</b><br>CS33008                             | <b>SUB UNIT:</b><br>Customer Relations Centre           | <b>ROLE FOCUS:</b><br>Service |
| <b>ROLE BALANCE:</b> (People/Scheduling/Technical)<br>10/10/80 | <b>JOB FAMILY:</b>                                      | <b>ANZSCO CODE:</b>           |

### ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

### DIRECTORATE CONTEXT

The **Corporate Strategy & Performance Directorate** addresses the full range of functions dealing with 'running the organisation'. This includes a coordinated approach to corporate planning, monitoring and reporting, whilst ensuring business processes and systems are effectively supported, reviewed and enhanced, and will facilitate continuous improvement, maintain high corporate standards and deliver long term financial sustainability.

### POSITION CONTEXT

Under regular supervision of the Team Leader Information Management, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, involving the performance of non-repetitive activities governed by established policies, procedures, methods and guidelines to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders such as government departments and agencies including the State Records Office; other local governments; vendors and suppliers; members of the public; and City Leaders and employees.

A challenging aspect of the role is undertaking accurate and consistent work and customer service within a dynamic environment that includes technological changes, regular interruptions and competing priorities, whilst ensuring efficient and effective use of archiving and records disposals across the organisation

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

**FUNCTIONAL ACCOUNTABILITY**

Provide an archival service that supports the safekeeping of the City’s records that have long term value, ensuring that service delivery is timely, effective and efficient and meets both customer needs and corporate standards.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

**KEY ACCOUNTABILITIES**

| <b>KEY RESULTS AREAS</b>       | <b>OUTCOMES</b>   |
|--------------------------------|---|
| Collaboration & Teamwork       | <ul style="list-style-type: none"><li>• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.</li><li>• Thinks critically and actively collaborates with colleagues and Leaders.</li><li>• Contributes to the development of business improvement initiatives.</li></ul>  |
| Customers & Stakeholders       | <ul style="list-style-type: none"><li>• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.</li><li>• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.</li><li>• Responds to a wide range of customer enquiries and requests for assistance in archiving and records disposal, including complex searches and retrievals, ensuring that customer interactions are positive, courteous and effective.</li><li>• Assists in providing archiving and records disposal training to employees.</li></ul>  |
| Efficient & Effective Delivery | <ul style="list-style-type: none"><li>• Provides accurate and timely archival services, including the arrangement, description, assessment, evaluation, preservation and disposal of records, in accordance with relevant legislation, policies, processes and procedures, ensuring accurate and high quality service within agreed timescales.</li><li>• Oversees the quality management and audit of existing records, ensuring compliance with relevant legislation, standards, and the City’s policies, processes and procedures.</li><li>• Oversees the record transfer program and the destruction of records process, ensuring accurate and high quality service within agreed timescales.</li><li>• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.</li><li>• Proposes innovation and business improvement initiatives within area of accountability activity.</li></ul> |
| Systems & Processes            | <ul style="list-style-type: none"><li>• Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.</li><li>• Oversees the retention &amp; disposal schedule process, ensuring that information is accurate and meets legislative requirements.</li><li>• Follows the City’s administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.</li><li>• Contributes to the development of processes and procedures that support the work of the Service Unit.</li></ul>  |

Resources,  
Governance,  
Compliance & Risk

- Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
- Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.

## CAPABILITIES REQUIRED

### Qualifications, Requirements and Experience:

- Qualification in relevant discipline such as Records Management and Archives.
- Relevant experience in a similar role is required.
- Intermediate experience in the efficient utilisation of information systems and technology.

### Skills and Knowledge:

- Intermediate computing, numeracy and literacy skills.
- Intermediate keyboard / data entry skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Intermediate customer service skills.
- Intermediate communication and problem-solving skills.
- Foundational research and analysis skills.
- Knowledge of archiving and disposal program principles and practices
- Knowledge of relevant legislation, standards and practices.
- Knowledge of the practical application of occupational health and safety measures in the workplace including hazard identification in an office environment.

### Key Stakeholder Relationships:

- Support the Coordinator Customer Service Centre and Team Leader Information Management to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

### Role Authorities:

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

## VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

**Leader Name** Kelly Donker

Signature

Date 21/11/2018

**Next Up Leader Name** Leeann Mitchell

Date 21/11/18

Signature