

# Role Description

## Records Officer

Cluster	Separate Agency
Agency	NSW Education Standards Authority
Division/Branch/Unit	Finance and Governance
Location	Sydney
Classification/Grade/Band	Clerk Grade 5/6
Kind of Employment	Ongoing
Role Number	B1084
ANZSCO Code	561311
PCAT Code	1119192
Date of Approval	July 2022
Agency Website	<a href="http://educationstandards.nsw.edu.au">educationstandards.nsw.edu.au</a>

### Agency overview

The NSW Education Standards Authority (NESA) was formally established on 1 January 2017 to improve quality teaching and student learning across all schools and school sectors. It is responsible for the curriculum, assessment, teacher accreditation and regulatory standards in NSW schools, and accreditation of early childhood teachers.

### Primary purpose of the role

The position of Records Officer is responsible for supporting the Manager, Knowledge Management in providing quality records management services to NESA by preparing, maintaining, storing and tracking physical and electronic records, including the retrieval of archives and disposal of records in accordance with statutory, organisational and operational requirements.

### Key accountabilities

- Maintain the security, confidentiality, and integrity of all physical and electronic records in accordance with statutory requirements. Regularly review the status of files to initiate archiving and/or disposal action in a timely manner and provide regular and ad hoc reports regarding file storage, disposal and archiving issues.
- Arrange the authorisation and disposal of records identified for destruction under the functional and general retention and disposal authorities and assist with the maintenance of the Records Management System, associated procedures, and system documentation to enable efficient tracking of files and retrieval of information.

- Coordinate and manage records and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible while supporting all staff with their recordkeeping responsibilities.
- Develop, implement and monitor recordkeeping systems, procedures and methods, adapting processes and techniques as required, to facilitate efficient team/unit operations in line with agency standards, policies and procedures
- Assist with all project related duties for the Records management system.

## Key challenges

- Delivering quality administrative services for the records management system and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently within the digital information unit and across all business units at NESA.
- Keeping up to date with changes to legislation, improvements in records management practice and tracking technologies

## Key relationships

Who	Why
<b>Internal</b>	
Manager, Knowledge Management	<ul style="list-style-type: none"> <li>• Receive direction on organisational priorities and functions</li> <li>• Escalate issues, keep informed, advise and receive instructions</li> </ul>
Finance and Administration Directorate	<ul style="list-style-type: none"> <li>• Work collaboratively to achieve organisational outcomes in a timely manner</li> </ul>
NESA staff	<ul style="list-style-type: none"> <li>• Provide advice and assistance in the use of Records Management Systems, policy, procedures, and processes.</li> </ul>

## Role dimensions

### Decision making

The role makes decisions in consultation with the Manager, Knowledge Management.

The Records Officer works within a broad framework of prescribed statutory and public sector legislation, policy, and guidelines including but not limited to the State Records Act, relevant disposal authorities, and NESA policies and procedures. The role will think laterally, exercising independent judgement showing initiative in solving work problems and challenges to ensure systems, processes, and procedures are continuously improved.

The role will determine day to day work priorities and personal work routine with the role supervisor and is not closely supervised. The role identifies problems in processes and practices and brings them to the attention of the role supervisor with suggestions for resolution. The role will consult the role supervisor on major system / procedural change and/or to manage conflicting work priorities, duties and deadlines.

## Reporting line

The role reports to the Manager, Knowledge Management

## Direct reports

Nil

## Budget/Expenditure

Nil

## Essential requirements

- Demonstrated knowledge and understanding of records management principles, practices and the State Records Act.
- Demonstrated skills and knowledge in the classification, sentencing, and disposal of records within a Records Management System.

## Capabilities for the role




The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework).

## Capability summary


Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role.

Refer to the next section for further information about the focus capabilities.

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Stay motivated when tasks become difficult</li> </ul>	Intermediate
	 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Results	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>Seek and apply specialist advice when required</li> <li>Complete work tasks within set budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own work and that of the team or unit</li> <li>Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>Identify any barriers to achieving results and resolve these where possible</li> <li>Proactively change or adjust plans when needed</li> </ul>	Intermediate
	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> <li>Understand the team and unit objectives and align operational activities accordingly</li> <li>Initiate and develop team goals and plans, and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>	Intermediate

## FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	Intermediate

### Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 <b>Relationships</b>	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 <b>Results</b>	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 <b>Business Enablers</b>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Records and Information Management	Understand and comply with NESA Records Management Policy and other related policies and procedures.	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational