

Role Description

Information & Records Officer



Cluster	Parliament of NSW
Agency	Department of Parliamentary Services
Division/Branch/Unit	Records & Archives, Parliamentary Library
Role number	S 5000
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	
Agency Website	www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education Branch and the Parliamentary Catering Branch.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services and Governance Branch; People, Property and Security Branch; IT Services Unit; and the Planning, Insights and Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and

the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The Information & Records Officer is responsible for providing administration support to the Manager, Records and Archives (R&A) to enable efficient creation, management, control and retrieval of Parliamentary records and archives. In addition the position holder provides administration of Parliaments corporate recordkeeping system, currently Content Manager 9; maintains the unit intranet pages; and undertakes records and system training to all staff.

Key accountabilities

- Assist in ensuring compliance to NSW State Records Standard 12 is obtained and that best practice recordkeeping practices are followed.
- Undertake regular Quality Assurance program of records including workflows, data cleansing, migration and identification of trends and training needs.
- Provide online support and assistance to parliamentary staff.
- Continuously improve records management workflows within Parliament.
- Development and delivery of Records Management and corporate recordkeeping system training for whole of Parliament, including providing help sheets and keeping up with new technologies.
- Assist in the gathering of requirements, design and test of new record management practice and efficiencies in the corporate recordkeeping system as required and assist in deployment.
- Provide retrieval and reference service to Staff requiring access to records and archives. Return records to locations and maintain accurate location information in corporate recordkeeping system. Including physical retrieval of records which involves manual handling.
- Provide backup support to staff in the Records & Archives unit, Parliamentary Library.
- Identify and act on opportunities to improve client satisfaction, effectiveness and efficiency with respect to clients' use of Parliament's corporate recordkeeping system and record management practices
- Assist with archival and disposal of records.
- Other duties as required.

Key challenges

- Maintaining a strong customer service focus while managing multiple tasks and project deadlines and making ongoing decisions regarding the prioritisation of the workload in order to meet deadlines.
- Ensuring all users are adequately informed, trained and persuaded to ensure a high level and standard of usage.
- Maintaining relationships with managers and staff from all three parliamentary departments, records management system vendors and contractors, State Records Authority of NSW, relevant user groups, State government agencies and associations.
- Using initiative to assess situations and determine the appropriate action to be taken.
- Working independently with limited supervision.

Key relationships

Who	Why
Internal	
Relevant Reporting Line Manager	<ul style="list-style-type: none"> • Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required • Provide support to achieve operational priorities, exchange information and contribute to decision-making • Escalate discuss issues and propose solutions.
Senior Executive and counterparts	<ul style="list-style-type: none"> • Liaises directly with members of Parliament in regard to specific assignments and in general to ensure they fully benefit from the work of the Library Services and to ensure its efforts are appropriate to members' need
Work team/Direct reports	<ul style="list-style-type: none"> • Provide guidance and professional support, exchange information and determine work priorities and oversee progress to facilitate their ongoing professional development • Collaborate to continually improve knowledge, build capability, and improve consistency and service quality • Provide an escalation point for issues or complex decision-making
External	
Other Government Bodies / External Stakeholders / State Library of NSW / Suppliers	<ul style="list-style-type: none"> • Maintains a network of contacts with relevant outside bodies such as government departments including academics, subject experts, professional bodies and appropriate stakeholders / interest groups

Role dimensions

Decision making

Provides records management advice and assistance across Parliament. The *Information & Records Officer* is specifically responsible for the administration of the corporate recordkeeping system and providing support to the Manager, Records & Archives.

Reporting line

Manager, Records & Archives

Direct reports

No direct reports

Budget/Expenditure

Nil

Key knowledge and experience

- Excellent understanding and knowledge of information and records management best practice, including the NSW State regulatory environment.
- Demonstrated experience in the development and implementation of best practice electronic document and records management in complex organisational contexts
- Proven experience in developing training materials; the delivery of training; and providing ongoing support to staff with a range of skills and understanding.
- Well-developed written, oral and interpersonal communication skills to deliver excellent customer service, training, liaise and negotiate with a wide range of people, and provide information on specialised topics in an effective manner.
- Excellent administrative and organisational skills including the ability to balance competing priorities, set own priorities, meet strict deadlines, and demonstrate initiative and flexibility in performing a wide-range of duties.
- Demonstrated conceptual, analytical and problem solving skills to produce sound solutions.

Essential requirements

- At least 2 years professional experience in delivering relevant services within a similar environment
- Understand, or be able to quickly develop, an understanding of the work of parliament and how research, analysis, and information supports MPs, stakeholders and Parliament.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities


Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• Support a culture of integrity and professionalism• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct• Recognise and report misconduct and illegal and inappropriate behaviour• Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
		Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Focus on key points and speak in plain English• Clearly explain and present ideas and arguments• Listen to others to gain an understanding and ask appropriate, respectful questions• Promote the use of inclusive language and assist others to adjust where necessary• Monitor own and others' non-verbal cues and adapt where necessary• Write and prepare material that is well structured and easy to follow• Communicate routine technical information clearly
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• Focus on providing a positive customer experience• Support a customer-focused culture in the organisation• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers• Identify and respond quickly to customer needs• Consider customer service requirements and develop solutions to meet needs• Resolve complex customer issues and needs• Cooperate across work areas to improve outcomes for customers	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• Build a supportive and cooperative team environment• Share information and learning across teams• Acknowledge outcomes that were achieved by effective collaboration• Engage other teams and units to share information and jointly solve issues and problems• Support others in challenging situations	Intermediate

FOCUS CAPABILITIES

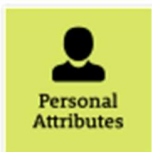
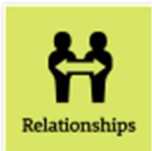

Capability group/sets	Capability name	Behavioural indicators	Level
	Plan and Prioritise	<ul style="list-style-type: none"> Use collaboration tools, including digital technologies, to work with others 	Intermediate
	Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	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	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate