

# Role Description

## Records Management Specialist



Cluster	Department of Premier & Cabinet
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3, Level 1
Kind of Employment	Enterprise Agreement
ANZSCO Code	224214
PCAT Code	1226392
Role Number	W02674R02533
Date of Approval	22 November 2021
Agency Website	<a href="http://www.sydneyoperahouse.com">http://www.sydneyoperahouse.com</a>

### AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Planning & Environment. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is an iconic Australian institution that embodies beauty, inspiration and the liberating power of art and ideas.

Our vision is to be as bold and inspiring as the Opera House itself.

Our mission is twofold:

- To treasure and renew the Opera House for future generations of artists, audiences and visitors; and
- To inspire, and strengthen the community, through everything we do.

### PURPOSE OF THE ROLE

The Records Management Specialist is responsible for the implementation and adoption of SOH corporate records policy and management of information across systems. It ensures compliance with the State Records Act 1998, Government Information (Public Access) Act 2009, Privacy & Personal Information Principles Act 1998, NSW Government Cyber Security Policy and audit requirements directly related to corporate information.

This role is the organisational point of contact for any records or information related matters, and has sole responsibility and oversight of the digital and physical records lifecycle, while preserving assets of corporate and community significance.

As an area expert the Records Management Specialist serves the entire business and:

- administers the Sydney Opera House records management system (Micro Focus Content Manager)
- identifies and responds to business needs relating to information management
- trains and supports staff and Information Management Officers (IMOs) in line with SOH records management policies and procedures
- conducts corporate research and maintains archival collections

### KEY ACCOUNTABILITIES

- Achieve best-practice information management by providing advice on strategies, developing and implementing policies, procedures, and resources in line with NSW State Records standards and legislative requirements.
- Ensure the organisation meets its information management obligations by keeping up to date with legislative changes.
- Lead and assist IMOs (records management super users embedded in Business Units) across the organisation
- Champion understanding across the organisation of information management as a powerful tool for minimising risk and making evidence-based decisions.
- Provide records and information management training and support to all staff, including developing and conducting specific training on how to use Content Manager.
- Implement and administer systems and practices which facilitate electronic records management, including automating end user workflows, expediting record retrieval, and controlling access.

- Provide subject matter expertise to the organisation's digital asset management initiatives.
- Manage sentencing programs and the lifecycle of digital and physical records and related assets of corporate and community significance.
- Maintain the SOH archival collection and undertake corporate and archival research on behalf of the organisation and the public.
- Manage digitisation projects to fit within budget while ensuring corporate archives are preserved
- From time to time, direct temporary staff engaged to assist with archival projects

## KEY CHALLENGES

- Maintaining and championing best-practice information management in a dynamic and non-stop performing arts centre with a focus on performance deadlines.
- Driving an understanding of the importance of records and information management and the value of information in the day to day operations.
- Ensuring compliance for staff to follow information classification processes and the adoption of approved information management systems.
- Simultaneously managing projects and operational tasks which require different skills including sentencing, dealing with research requests, training, administering Content Manager, assisting IMO's and business units in their day to day recordkeeping.

## KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Information Manager	To receive direction and provide advice regarding records and information policies.
Technology department	To receive assistance in maintaining the corporate records management system (Content Manager). To ensure that procedures and processes are aligned with the capabilities of systems.
Legal	To ensure corporate records are effectively managed, legislative requirements are met, and assist with information search and retrieval.
IMO's	To lead the IMO community and support IMO's across the organisation in developing local business rules
All Staff	To provide expert advice, support and training on records and information management.
Government Relations	To help ensure organisational alignment with government standards.
Emergency Planning & Response Group	To collaborate on protecting records and information, including ensuring their availability during a business continuity incident.
<b>External</b>	
NSW Public Sector	To liaise with and provide reports and briefs to the State Records Authority of NSW, Privacy NSW, Premier's Department, the NSW Ministry for the Arts, and other agencies, as directed.
The community	To respond to research requests from archivists, students, and the general population

## ROLE DIMENSIONS

### Decision Making

The Records Management Specialist has the flexibility to make decisions on the implementation and evaluation of information management policies, projects, and services, in line with business strategies and legislative requirements. This role has the authority to make day-to-day decisions on the configuration and administration of Content Manager.

In collaboration with the Legal team and the organisation's Privacy Officer, this role is expected to identify and implement policies that support compliance with GIPPA and Privacy legislative requirements.

The Records Management Specialist liaises directly with Government Records Repository, State Archives and Records Authority regarding current projects and programs.

### Reporting Line

Information Manager

## Direct Reports

Nil

## ESSENTIAL REQUIREMENTS





- Demonstrate a high level of personal integrity and confidentiality due to the access of highly sensitive organisational information
- Tertiary qualifications in information management, information professional certification or equivalent, and eligibility for professional membership of the Records and Information Management Professionals Australasia (RIMPA).
- Demonstrated experience managing the lifecycle of both physical and digital records, implementing information management policies and procedures, and digitising information for long-term preservation.
- Demonstrated experience administering and providing training and support in an enterprise records management system ideally Content Manager.
- Comprehensive knowledge of legislation or policies relevant to information management, specifically the State Records Act, Evidence Act, GIPAA, CSP and Copyright legislation.
- Demonstrated high-level analytical and research skills and their application in an information management environment.
- Advanced communication and customer service skills, including an ability to translate specialist concepts for a lay audience.
- Flexibility and a commitment to continuous improvement.
- Ability to work independently

## 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.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

### Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• Stay calm and focused in the face of challenging situations</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Results</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>• Take responsibility and be accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about their application by self and others</li> <li>• Be alert to risks that might impact the completion of an activity and escalate these when identified</li> <li>• Use financial and other resources responsibly</li> </ul>
<b>Business Enablers</b> Technology	Adept	<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> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li><li>• Understand, act on and monitor compliance with information and communications security and use policies</li><li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li><li>• Support compliance with the records, information and knowledge management requirements of the organisation</li></ul>