

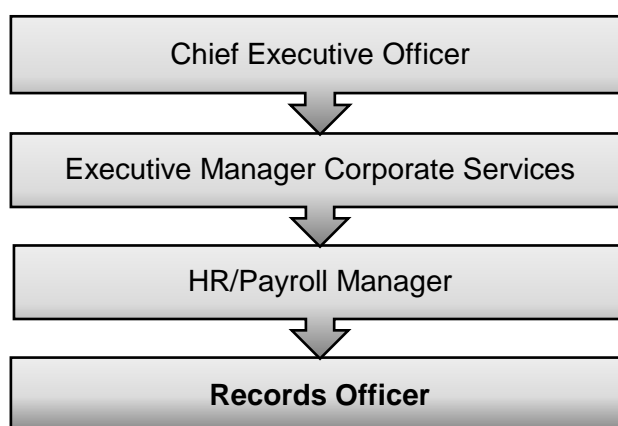
SHIRE OF RAVENSTHORPE



Position Description

Position Title:	Records Officer	No: 17	
Directorate:	Corporate Services		
Reporting to:	HR/ Payroll Manager		
Award:	Local Government Officers' (Western Australia) Award 2021, and the Municipal Employees (Western Australia) Award 2021.		
EBA Band Level	Status	Hours per week	FTE
3/4	Full Time	38	1.0
Workplace Address:	(a) Shire Administration Office, 65 Morgans Street, Ravensthorpe. (b) Work location may change in accordance with the needs of the organisation, roles and responsibility changes of this position or emergency situations as directed.		
Probationary Period:	Six (6) months' probation period (or as negotiated but not more than six (6) months, refer to contract).		
Performance Review:	Conducted annually or as determined by Shire Policy/Procedure.		

1. Reporting Organisational Structure



2. Organisational Values

Honesty-	We are upfront, sincere and open in all of our actions.
Communication-	We share information clearly so everyone knows what is happening.
Respect-	We treat everyone with fairness and value their contribution.
Integrity-	We do the right thing and stand by our commitments.

3. Position Purpose and Objectives

To provide a consistent, equitable, transparent and customer service focused record keeping service for the organisation and the Shire's residents, businesses and visitors through the enforcement of statutory recording keeping legislation and regulations.

4. Principle Responsibilities and Duties

- Undertake appropriate pre-start processes in accordance with Occupational Health And Safety Regulations for any equipment allocated to this role using SiteDocs to ensure Regulatory compliance.

Records System Management

- Maintain recording systems and learn the Shire's system of records management.
- Continue the implementation of an effective, retention, archive and disposal system.
- Ensure records are delivered to the correct officer in a timely manner and stored on the correct electronic or hard file.
- Prepare, record and distribute incoming mail and emails.
- Develop, implement and/or update the record keeping procedure manual including procedures and policies in consultation with your supervisor.
- Undertake training to perform the required duties for the Shire's records management procedures.

Administrative Support

- Institute and maintain procedures to ensure administrative tasks are carried out in accordance within designated timing.
- Provide friendly helpful assistance to Shire's customers, in person at the front counter and over the phone.
- Cash handling for payment of customer accounts and administrative support to all other officers as required.
- Actively assist and participate in the administration teams core customer service tasks.
- Respond to counter or telephone customers, dealing with their enquiries or directing them to the appropriate officer.
- Assist with monitoring office stationary supplies, complete stationery order monthly.
- Relieve other officers within the administration as required and with appropriate training.
- Ensure a professional work environment and to strive to continuously improve teamwork, processes and effectiveness in the work area and across the organisation.

- Ensure customer information displayed is neat, orderly and current.
- Other duties as required to ensure effective and efficient delivery of the Shire's administration and customer service.

Other

- Any other duties consistent with the level of this position and the principles of multi-skilling within the statutory services.

5. General Accountabilities

Occupational Health and Safety

- While at work, take reasonable care for the health and safety of all persons who are at your place of work and who may be affected by your acts or omission at work.
- Follow all Occupational Health and Safety Policies, Procedures and Practices.
- Be a team player and maintain a realistic level of industrial harmony.
- Follow policies, procedures and practices that do not discriminate against individuals in employment or education on the basis of race or ethnicity, sex, marital status, pregnancy, sexual preference, disability, age and religious or political affiliation.
- Observe national privacy principles and privacy legislation.
- Ensure all work is carried out in accordance with the Shire's Safety and Risk Management Framework.
- Create and submit SiteDocs forms as directed by the Shire to ensure Regulatory compliance

Customer Service

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Always be supportive of management policies and procedures with regards to the Shire's vision, goals, interpersonal relationships and the Shire's Code of Conduct.
- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, and other shire services.
- Exercise a high level of interpersonal skills in dealing with the public and others.
- Provide a positive personal contribution in the exchange of information between team members, across business departments and with customers.
- Maintenance of confidentiality in performing the duties of the position and in liaising with internal officers, external organisations and customers.

Human Resources

- When required and/or directed, relieve positions within the Directorate during periods of absence.
- Work to foster a cooperative and harmonious team environment through effective communication and relationship building skills.
- Ensure annual performance reviews are undertaken on time and within the scope of the Shire's performance review policy / procedure.

Compliance Adherence

- With all relevant legislation, policies, procedures, the Shire's Code of Conduct and Guidelines.
- That all documentation is appropriately recorded and stored.
- With software licence requirements.
- To the *State Records Act 2000* and the Shire's record management systems.

6. Organisational Relationship

Reporting to:

- HR/Payroll Manager
- Director Corporate & Community Services

Internal Stakeholders

- Chief Executive Officer;
- Executive Management;
- Senior Officers;
- Works Supervisor and employees; and
- Other relevant internal stakeholders.

External Stakeholders

- Council Elected Members; and
- Relevant external stakeholders, government authorities and departments.

7. Judgement and Delegation

Judgement

- This position reports directly to the HR/Payroll Manager.
- This position has full autonomy within roles and responsibility.
- Makes decisions relevant to areas of responsibility which are governed by clear guidelines.
- Demonstrates a level of judgement to ensure all work practices, standards, procedures and guidelines are adhered to.
- Demonstrates a high degree of judgement, initiative, confidentiality and sensitivity.

Delegation

- Administer Shire Policy as per Delegation.
- Adhere to Shire Local Laws as per Delegation.
- Purchase goods and services as directed as per Council Policy Delegation.
- Any other delegations as per the Delegation Register.

8. Selection Criteria

Qualifications

- Completion of a Year 12 certificate, Certificate in Record Keeping, Computer Skills or equivalent.
- Current "C Class" Drivers Licence.

- Current National Police Clearance.
- Current Senior First Aid Certificate.

Knowledge and Experience

Demonstrated experience in:

- Local government or relevant appropriate experience in administration and record keeping;
- Developed knowledge of local government protocols, structure and function;
- Working knowledge of records management systems;
- Sound knowledge of customer service principles and protocols;
- Application of statutory government acts and regulations;
- Developing, implementing and updating policies and procedures;
- Use of office technologies that support recording keeping services; and
- Comprehensive use of Microsoft applications.

Demonstrated knowledge of:

- Record keeping, archiving, administrative functions; and
- Safe work practices.

Skills

- Sound computer skills e.g. Microsoft applications, record management systems and accounting systems.
- Effective interpersonal, verbal and written communication.
- Effective time management and excellent customer service skills.
- Well-developed negotiation and conflict resolution skills.
- Well-developed decision making and problem-solving skills.

Essential

- Undertake and pass a full medical including drug and alcohol testing.

9. Authorisation and Signature

This Position Description is indicative of the position at this point in time. This Position Description will be reviewed annually as part of the performance review cycle in accordance to the organisation's performance management procedure, or if the position is updated in accordance to organisational changes as required at the time of change.

Approved by:	Chief Executive Officer
Recommended by:	Executive Manager Corporate Services
Prepared by:	Human Resources
Reviewed Date:	April 2026

Chief Executive Officer: _____ Date: _____

(Signature)

Accepted by Employee: _____ Date: _____

(Signature)

Name of Employee: _____

(Print name)