

Role Description

Senior Records and Information Management Officer

Classification: ASO6

Group: Portfolio Delivery

Position Number: P57745

Team: Commercial and Governance

About Us

The Department of State Development is the South Australian Government's lead economic development agency.

Our mission is to drive sustainable economic growth in South Australia by increasing industrial and workforce capability, capacity, collaboration and resilience. We take pride in hiring the right people for the right jobs and offer an attractive, flexible workplace.

For more information about our agency, please visit:

[Department of State Development | statedevelopment.sa.gov.au](http://statedevelopment.sa.gov.au)

About The Role

The Commercial and Governance Team provides advice relating to governance, general compliance and administrative policy matters, coordinates legal advice from Crown Solicitors office, provides general commercial advice on contracts and delivers the Department's risk management, performance reporting, and Enterprise Planning functions.

The Senior Records and Information Management Officer provides specialist records and information management advice, services, and systems administration to support the Department's compliance with legislative and policy requirements and to promote effective information governance.

The position is responsible for maintaining records and information management policies, procedures, and guidance, delivering training and guidance to staff on records and information management systems and practices, providing operational guidance to less experienced staff, and identifying continuous improvement opportunities to enhance systems, processes, and usability across the Department.

The role leads the implementation of Records and Information Management projects in collaboration with the Records and Information Management Administrator, ensuring projects and process improvements adhere to State Records guidelines and legislation.

The role undertakes administration of the Department's Electronic Document and Records Management System (EDRMS) as required, in collaboration with the Records and Information Management Administrator.

What you will do (results to be achieved)

1. Ensures the Department meets legislative, regulatory, and policy obligations for records and information management through the provision of specialist advice and services.
2. Embeds consistent and compliant records and information management practices across business units by maintaining clear policies, procedures, and guidance.

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3. Promotes effective information governance and compliance, and reduces risk, by monitoring records management practices and supporting business areas to address gaps and improve capability.
4. Designs and delivers training, education, and provides advisory support to staff on records management systems, policies, and best practice information management. -practice information management.
5. Builds organisational capability and accountability for records and information management through the delivery of targeted training, guidance, and ongoing user support.
6. Provides effective leadership and brings a project management approach to leading the implementation of approved Records and Information Management projects.
7. Contribute to broader departmental governance, compliance, and information stewardship objectives by ensuring records and information are managed as strategic assets.
8. Contribute to and ensure a safe, diverse and healthy work environment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies.
9. Demonstrates and upholds the DIIS Customer Service Principles and Service Standards in the provision of high quality, consistent and professional service to our customers through being responsive, knowledgeable, timely and respectful in all interactions.

The Capabilities You Will Bring (key competencies)

Essential Technical Experience and Knowledge:

- Demonstrated knowledge of records and information management legislation, standards, policies, and best-practice requirements, and their application within a public sector environment.
- Proven capability in administering and supporting Electronic Document and Records Management Systems (EDRMS), .
- Sound understanding of information governance, compliance, and risk management principles, including records lifecycle management and information accountability.
- Sound understanding of project and change management principles, and methodologies and experience in implementing business improvement projects, including projects of a technical or systematic nature.
- Experience in developing, maintaining, and applying clear and practical policies, procedures, and guidance that support consistent and compliant information management practices.

Personal Skills:

- Strong analytical and problem solving skills, with the ability to exercise sound judgement and provide practical advice on complex records and information management issues.
- Well developed communication and interpersonal skills, including the ability to engage with stakeholders, explain technical or policy requirements clearly, and influence the adoption of compliant practices.
- Proven ability to recognise and deal discreetly with confidential matters, demonstrate integrity and apply diplomatic skills to sensitive and high-level personnel and management issues that impact across the agency.
- Exceptional customer service capability, initiative, and ability to connect business areas with solutions to complex problems.
- Ability to work independently with minimal supervision, manage competing priorities, and take responsibility for the quality and timeliness of work outcomes.

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Qualifications:

- Essential: Nil.
- Desirable: Relevant qualifications, or equivalent relevant professional experience in Records and Information Management, with additional project, governance and compliance qualifications or experience highly regarded.

Reporting / Working Relationships

- Reports to: Manager, Projects, Performance and Governance
- Direct Reports: Nil
- Works with:
 - Commercial and Governance Team
 - All DSD Staff.
 - Key internal stakeholders across the department, Ministers Office and across government, including representing the Department on cross-agency collaborative programs/projects.
 - External stakeholders (where relevant).

DSD Working Conditions

- Compliance with Government legislation, Code of Ethics for the SA Public Sector, DSD policies and procedures, including ethical / accountable resources and information management, WHS and injury management, risk management, and the access / equity / diversity strategies of the public sector.
- Out of hours work may be required.
- Intra state and interstate travel may be required.
- The incumbent may be assigned to another position at this remuneration level or equivalent, including across teams in this Agency.
- The incumbent will be required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.
- The successful applicants will be required to demonstrate they have undergone appropriate assessment prior to being employed
 - National Police Check (NPC)
 - General Employment Probity Check (DHS)
 - Working with Children Check (DHS)
 - Baseline Vetting
 - Negative Vetting 1

Our Core Values

Be part of a high performing, collaborative, agile and innovative organisational culture. Through a network of multi-disciplinary teams, we operate with internal project structures that enable adaptable, flexible, and agile ways of working. This is underpinned by our Core Values of:

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Service

We proudly serve the community and Government of South Australia



Professionalism

We strive for excellence



Trust

We have confidence in the ability of others



Respect

We value every individual



Sustainability

We work to get the best results for the current and future generation of South Australia



Collaboration & Engagement

We create solutions together



Honesty & Integrity

We act truthfully, consistently and fairly



Courage & Tenacity

We never give up