

## Position Description

Position Title	Records Administrator
Employment type	Full Time
Pay Band	Band 3
Location	Mildura
Direct Reports	Nil
Reports to	Team Leader Information Management
Delegated Authority	Category G

## Position Summary

The Records Administrator provides high-level support for the organisation's records management system, ensuring the effective creation, capture, retention, and disposal of organisational information. Working collaboratively with stakeholders across the organisation, the role supports staff to access and manage information within LMW's records management system.

The position is responsible for coordinating business-as-usual activities, driving continuous improvement and digitisation initiatives, and maintaining audit and quality assurance processes to ensure compliance with legislative and organisational requirements. The Records Administrator also promotes a strong knowledge management culture by identifying system efficiencies and delivering targeted training and guidance to enhance user capability and engagement with Content Manager.

## Key Responsibilities

The Records Administrator is responsible for:

- Promotion of a culture that encourages strong governance and knowledge management practices to create, retain and dispose of information across the business.
- Identify and support teams, and the broader organisation in to implement better ways of working within the existing system.
- Assist in the coordination of the day-to-day management of LMW's record keeping through the management of its lifecycle in accordance with approved procedures
- Support the development of organisational strategies, policies, procedures and other related documentation which reflects best practice records management, enhances knowledge management practices, and meets state and national standards and legislative requirements
- Drive the development and documentation of a robust audit and quality control program to improve compliance and quality
- Develop and present training materials and guidelines on effective Content Manager functionality to strengthen the capability of staff using the records management system.
- Review, identify, analyse and engage with teams to understand opportunities for efficiency and continuous improvement to enhance better knowledge management within their functions, ensuring appropriate change management principles are applied
- Support the Team Leader Information Management in the preparation and collation of data and/or reporting
- Support Innovation and implement the use of technology to enhance document and knowledge management through systems efficiencies such as electronic workflow and revision
- Complying with all applicable occupational and safety (OH&S) laws, regulations and policies, as well as environmental protection laws and policies.



### **Vision:**

A thriving future where water sustains people, nourishes land and enables prosperity



### **Purpose:**

To realise the full value of water for healthy people and productive landscapes

Our Values:



Deliver



Grow



Respect



Collaborate



Safe Work Done Well



## LOWER MURRAY WATER

### Skills and Experience

- High level knowledge and experience of records management systems including Content Manager or similar
- High level knowledge and experience in records management systems administration/back-end functions
- Previous experience and practical knowledge in regulations and legislation
- Demonstrated willingness to develop any required knowledge and skills
- Demonstrated training or education regarding knowledge, records or privacy management or administration
- Victorian Certificate of Education (VCE) or equivalent certificate level qualification
- Able to objectively analyse information from a broad range of sources to draw logical conclusions and translate this into compelling policy.
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- Excellent attention to detail
- Ability to identify, plan and organise in order to meet deadlines
- Demonstrated experience in managing digital document lifecycle activities with a focus on accuracy, quality and integrity

### Compliance Requirements

- Driver's License
- Criminal background check
- Confirmation of fitness for work

### Key Behaviours



#### **Professionalism**

Maintaining a positive attitude, being punctual and reliable, showing empathy and understanding in our interactions and respectful, and following workplace policies and procedures.



#### **Integrity and honesty:**

Being open and transparent when making decisions, giving honest and supported advice, exercising power in a fair and reasonable way and addressing unacceptable behaviours in the workplace.



#### **Collaboration and cooperation:**

Actively participating in teamwork, sharing ideas and working together towards shared goals and objectives.



#### **Inclusivity and diversity:**

Valuing and respecting diversity, treating everyone with fairness and equality, promoting an inclusive and welcoming environment.



#### **Coaching others:**

Assist, challenge and encourage others by sharing knowledge, skills and/or experience to help individuals improve performance and achieve goals.





**LOWER MURRAY  
WATER**

**Signatures:** We certify that the content of this position description is accurate:

Position Holder:

Signature:

Date:

General Manager:

Signature:

Date:

Managing Director:

Signature:

Date:

Our Values:



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