



Position Description

Waste Operator

Our Vision	Our Objectives	Our Values
A vibrant coastal community, connected to the environment, living the village lifestyle.	- Enhance community connection and well-being. - Operate as environmental custodians for the future. - Support local jobs, industry, and small business and facilitate sustainable development.	Consistency Sustainability Honesty Integrity Teamwork Transparency Respect
Our Commitment		
Protect what makes us special, improve our quality of life, and plan for future generations.		

Position:	Information & Data Services Coordinator	Direct Reports:	- Records Officer - Records Assistants - ICT Officer - ICT Support
Department:	Corporate Services		
Reports to:	Executive Manager Corporate Services		
Level	9		
Status:	Full-time		

Performance Summary
Coordinate the delivery of information, data, ICT and records management services across the organisation. Lead the development of strong information governance practices, reHable technology services and effective data management to support decision-making, compliance and service delivery. The role is responsible for overseeing records management, information governance, cybersecurity, business systems, data quality and ICT operations while supporting organisational digital transformation initiatives and continuous improvement. The

position plays a key role in ensuring information is secure, accessible and effectively managed to Support organisational objectives and community outcomes.

Key Attributes

- Effective leadership and people management skills, with the ability to lead, mentor and develop ICT and records staff.
- Strong technical, analytical and problem-solving skills, with the ability to manage systems,
- information, data and compliance requirements
- Excellent communication and stakeholder engagement skills, with a strong customer service focus.
- Commitment to integrity, information security and high standards of governance.
- Ability to balance operational service delivery with strategic planning and continuous improvement.
- Strong organisational skills, with the ability to manage competing priorities, projects and deadlines.
- Ability to identify opportunities to improve business processes through technology, data and innovation.
- Sound understanding of Microsoft 365 and SharePoint, including governance, information architecture, document management, collaboration and workflow automation.

Key Responsibilities

Information Governance & Records Management

- Ensure compliance with the State Records Act 2000 **(WA)** and the organisation's Recordkeeping Plan.
- Oversee electronic document and records management system (EDRMS).
- Develop and maintain recordkeeping policies, procedures, retention schedules, and staff training programs.
- Promote best practice information management across the organisation.

ICT Operations & Support

- Oversee ICT infrastructure, networks, hardware, software, and cloud services.
- Manage ICT service delivery, including helpdesk operations, vendor relationships and support contracts.
- Coordinate cybersecurity controls, risk mitigation activities and staff awareness programs.
- Support business continuity and disaster recovery planning and testing.

Leadership & Team Coordination

Lead, mentor and develop ICT and Records staff

- Coordinate workloads, priorities, and resource allocation to ensure effective

service delivery.

- Foster a culture of customer service, continuous improvement and digital capability.
- Undertake performance management, recruitment and workforce planning activities.

Strategic Support & Digital Transformation

- Lead the governance, administration and continuous improvement of Microsoft 365 and SharePoint to support collaboration, communication, information sharing, workflow automation and digital service delivery.
- Develop and maintain SharePoint governance, information architecture, site structures, permissions and standards.
- Promote the effective use and adoption of Microsoft 365 applications, including SharePoint, Teams, OneDrive, Power Automate and related technologies.
- Identify and implement opportunities to improve business processes through automation, digital workflows and information management solutions.
- Provide advice on ICT strategy, information governance, data management and digital transformation.
- Lead or support ERP, cloud, records management and system integration projects.
- Contribute to long-term planning for ICT infrastructure, information management digital services.
- Support the development of data governance practices to improve information quality, accessibility and reporting capability.

Governance, Risk & Compliance

- Maintain information governance, privacy and information security frameworks.
- Monitor legislative, regulatory and policy compliance obligations
- Coordinate cybersecurity risk management, privacy controls and security awareness initiatives.
- Support audit activities and implementation of audit recommendations.
- Manage ICT, information and data related risks and controls.

Position Requirements

Essential

- Demonstrated experience in information management, ICT services, records management, data governance or a related discipline.
- Strong leadership and people management skills
- Knowledge of records management principles and relevant legislation.
- Demonstrated experience administering and governing Microsoft 365 and SharePoint environments.
- Experience developing and supporting SharePoint based document

management, collaboration and workflow solutions.

- Well-developed analytical, problem-solving and communication skills.
- Experience managing business systems, vendors, and technology service delivery. Desirable
- Relevant tertiary qualifications in Information Management, Information Technology, Records Management, Data Management or a related discipline.
- Local Government experience.
- Experience delivering digital transformation, ERP or business system implementation projects.

Knowledge of cybersecurity, privacy and data governance frameworks.

General Accountability, Attitude, Behaviour and Conduct

All employees of the Shire are personally accountable for their actions and are expected to uphold the highest standards of responsibility, behaviour, and conduct in accordance with the Shire's Code of Conduct. This includes:

- Adhering to management directives, operational standards and procedures.
- Taking reasonable care to ensure personal safety and health at work of themselves and other persons.
- Following lawful and reasonable directions from the employer, especially those relating to integrity, confidentiality, the Shire's reputation, efficiency, and the prevention of fraud and corruption.
- Demonstrating respect for, and actively contributing to, the Shire's values and positive workplace culture.

Acknowledgment

By accepting this position, I acknowledge that I have read, understood, and agreed to uphold the values, duties, responsibilities, and requirements outlined in this position description.

NAME _____

SIGNATURE _____ **DATE** _____

Executive Manager Corporate Services:

SIGNATURE _____

POSITION DESCRIPTION REVIEWED

March 2026