

Position description

Position	Information Management Advisor
Group	Business Services Group
Reports to	Information Manager
Location	1010 La Trobe Street Docklands Victoria
Date	January 2017

Our organisation

VicTrack owns Victoria's transport land, assets and infrastructure and works to protect and grow the value of the portfolio, to support a thriving transport system, and make travel and living better for Victorians.

With much of the asset portfolio dedicated to transport – our lands, infrastructure, trams and trains, and telecommunication networks – our focus is strategic asset management and supporting the delivery of better transport solutions. With a strong commercial focus we invest back into transport and communities, and support other non-commercial activities like community projects and environmental and heritage preservation.

Our core functions

Victoria's *Transport Integration Act 2010* sets out the objectives for each transport sector agency, and as the asset owners, our role is to manage the assets consistent with transport system objectives. Our core functions include:

- Telecommunication services and network infrastructure that supports public transport
- Managers of land set aside for transport purposes, including the development and sale of land no longer required for transport
- Project management and civil engineering services for rail infrastructure upgrades
- Transport facilities and asset management, including the open access Dynon Rail Freight Terminal and heritage, buildings and environmental preservation

Our business groups

Our business is made up of three specialist delivery groups including Property, Telecommunications and Project Delivery, which are supported by Corporate Affairs and Business Services. Each delivery group provides various disciplines in assets management and service delivery.

Our vision

To grow as a commercially sustainable corporation that supports the delivery of government policy and achieves triple bottom line outcomes through a strong commercial focus and environmental sensitivity and provides a range of social benefits to Victorian communities.

Our mission

To improve the value of assets that VicTrack manages for the state and deliver a range of commercial services and projects that improve Victoria's transport system and contribute to the state's liveability and sustainable economic development.

Our values

- Respect
- Professionalism
- Achievement
- One team

Dimensions

Reporting relationships: The Information Management Advisor reports to the Information Manager

Budget: n/a

Other:

Purpose of the position

The Information Management team provides a range of information management services and advice to VicTrack employees and is responsible for the strategic organisation, dissemination and management of VicTrack's information assets.

Functions of the Information Management team include provision of document and records management advice and support, administration of the organisation's core document and records management tools and intranet (HP Records Manager and Microsoft SharePoint), and administration of the organisation's website and content management system.

The Information Management Advisor is a partner to the business primarily responsible for the planning, coordination and delivery of key information management initiatives as outlined in VicTrack's Information Management Strategy.

The Information Management Advisor is required to assist in providing technical and operational advice and support to VicTrack employees in managing documents and records, online content, and working collaboratively in a digital environment, using corporate information management tools.

Key accountabilities/functions

In this role, key responsibilities will require, but are not limited to:

- Developing, implementing and monitoring compliance with VicTrack's Document and Records Management (DRM) Framework, comprising of policy, strategy, procedures, guidelines and other relevant guidance and tools for staff in how to manage information and share knowledge. Ensuring VicTrack's information management practices are consistent with contemporary and industry best practice, and are also compliant with legislative and regulatory records management requirements.
- Developing, implementing and coordinating a comprehensive on-going training and awareness program which covers all aspects of information management at VicTrack. The on-going training program supports and underpins the DRM Framework, and will be comprised of online content, e-learning modules, face-to-face system training for users of Records Manager and SharePoint, and other information management awareness campaigns. This includes support and training to identified Content Manager champions in the business.
- Providing technical advice, direction and support to VicTrack employees in relation to information management, monitoring organisational compliance with relevant information management legislation and standards, and improving the culture of information management and knowledge sharing within the organisation.
- Monitoring VicTrack's current and emerging information management requirements and promote best practice information management across all of VicTrack.
- Undertaking research and providing high level advice to VicTrack employees and management, in relation to complex information management issues, and recommending and delivering strategies, plans, solution designs, reports, and submissions, which resolve those issues.
- Monitoring industry developments and trends and maintaining a current knowledge of contemporary information and knowledge management issues to assist VicTrack in making appropriate use of advances in information management techniques and technologies.
- Supporting the Manager, Information Management by providing expert advice in the analysis, evaluation, development and implementation of information management issues, trends, initiatives and practices.
- Establishing and maintaining working relationships with relevant government agencies responsible for record and information management activities, such as the Public Records Office of Victoria (PROV), or professional industry associations (e.g. RIMPA, IIM).
- Management, administration and support of VicTrack's information management systems, HP Records Manager and Microsoft SharePoint, and the organisation's website and content management system. This includes developing and maintaining standards and governance in the use, management, control and integrity of both TRIM and SharePoint, and enabling best practice information management through the provision of effective and efficient system design and monitoring and reporting of use.

Customer focus

At VicTrack we require staff to practice customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting their needs. This is about listening to customers regarding their expectations and focusing on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

This position has organisational responsibility to ensure our collective approach to a customer centric approach is delivered, managed and monitored.

Safety responsibilities

Ensure safety instructions are adhered to and report any inappropriate practices and incidents. Comply with *Occupational Health & Safety Act* in regard to self, tenants and customers.

Train track safety awareness

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, shall:

- Be responsible for their actions where those actions can in any way affect or compromise railway safety;
- Be aware of the railway safety requirements associated with their duties and responsibilities;
- Take whatever action is possible to prevent the occurrence of unsafe conditions and/incidents;
- Report any railway safety problems/hazards of which they become aware to the Manager, Safety

Individual attributes

Qualifications:

A tertiary or vocational qualification in Information Systems, Records, Archives and/or Knowledge Management or related is desirable but not essential

Knowledge & Experience:

- Demonstrated experience planning, developing and implementing a range of information management frameworks, strategies, policies, procedures, guidelines and plans to guide employees in managing information in a consistent in a consistent manner and in accordance to contemporary best practice.
- Demonstrated experience in the development, application and utilisation of key records management tools, such as business classifications schemes, thesauri, retention and disposal authorities, and metadata standards.
- Demonstrated expert knowledge of information and records management principles, including an extensive knowledge of Victorian and Australian legislation and standards governing the management of document and records. Particular knowledge of the records management standards issued by the Public Records Office of Victoria (PROV) would be advantageous.
- Demonstrated experience in the development and delivery of information management training programs, including training in the use of electronic document and records management systems, such as HP Records Manager and/or Microsoft SharePoint.
- Demonstrated experience in the management of documents and records through all lifecycle phases using an electronic document and records management system (eDRMS), such as HP Records Manager, and/or Microsoft SharePoint.
- Demonstrated experience implementing and/or in the administration of electronic document and records management systems, such as HP Records Manager and/or Microsoft SharePoint.
- Demonstrated knowledge of, and experience working within, the legislative and regulatory records management framework required of either Local, State or Federal public agencies.

Skills:

- High-level written and verbal communication, interpersonal, consultation, presentation and stakeholder management skills;
- Ability to tactfully and effectively provide technical guidance on information management issues to internal and external stakeholders;
- Effective organisational and problem solving skills to manage your time and workload appropriately to ensure timely delivery of key milestones;
- Able to apply technical skills and knowledge for effective achievement of job tasks;
- Demonstrated training development and delivery skills;
- Demonstrated ability to communicate clearly, answering questions and explaining requirements while responding to clients/customers and colleagues.

Interpersonal and other features

Internal relationships:

The Information Management Advisor will interact, consult and advise with all VicTrack staff and management.

External relationships:

The Information Management Advisor will interact, liaise, seek advice and engage with the following external stakeholders or suppliers, while maintaining good working relationships:

- Public Records Office of Victoria (PROV);
- Consultants and contractors; and
- Third party vendors, suppliers and support providers.