

Position description

Position	Information Management Advisor
Group	Business Services Group
Reports to	Information Manager
Location	1010 La Trobe Street Docklands Victoria
Date	August 2019

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 the Office of the Chief Executive 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 Advisor provides information management services, support and advice to VicTrack employees, and is responsible for the strategic organisation and management of VicTrack's information. The Information Management Advisor is a partner to the business, providing advice and support to VicTrack employees in 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 Information Management 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 ongoing training and awareness program which covers all aspects of information management at VicTrack. The ongoing training program supports and underpins the Information Management Framework, and is comprised of online content, e-learning modules, face-to-face system training for users of Content Manager and SharePoint, and other information management awareness campaigns.
- Undertaking research and providing high level advice to VicTrack employees and management in relation to complex information management issues, and developing and delivering strategies, plans, solution designs, reports, and submissions that resolve those issues.
- Supporting the Information Manager by providing expert advice in the analysis, evaluation, development and implementation of information management issues, trends, initiatives and practices.
- Support and administration of core document and records management and collaboration tools (HPE Content Manager and SharePoint).

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 qualification in Information Systems, Information Management, Records, Archives and/or Knowledge Management conferring eligibility for associate membership of the Records and Information Management Professionals Australasia (RIMPA) and/or the Australian Library and Information Association.

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 use of key information management tools such as business classification schemes, thesauruses, retention and disposal authorities and metadata standards.
- Demonstrated expert knowledge of information management principles, including an extensive knowledge of Victorian and Australian legislation and standards governing the management of information. Particular knowledge of the records management standards issued by Public Record Office 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 HPE Content 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
- Demonstrated experience implementing and/or in the administration of electronic document and records management systems, such as HPE Content Manager and/or Microsoft SharePoint.

Skills

- High-level written and verbal communication, interpersonal, consultation, presentation and stakeholder management skills.
- Ability to provide leadership and provide expert advice on information management issues to a variety of stakeholders.
- A strategic approach to contemporary information management and information governance, and the ability to provide and implement innovative and effective solutions to complex information management problems.
- Ability to prioritise and manage your time and workload appropriately to ensure timely delivery of key milestones.
- High-level of research, conceptualisation, analytic and problem-solving skills.
- Demonstrated training development and delivery skills.

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 Record Office Victoria (PROV)
- Professional industry associations (eg RIMPA, IIM)
- Consultants and contractors and third party vendors, suppliers and support providers.