



ACT
Government

Health and Community Services

POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Position Number: P54540

Division: Corporate

Classification: Administration Service Officer Class 6 (ASO6)

Business Unit: Records Management Unit

Location: City/Belconnen

Position Title: Senior Records Officer

Last Reviewed: December 2025

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensure our public health system meets the community's needs, now and in the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

Corporate Services is responsible for the provision of advice and support services to HCSD, Senior Executives, and the Office of the Minister.

On a day-to-day basis, the group is responsible for financial services, governance, people management, learning and development, industrial relations, workforce development, reporting and ICT.

BUSINESS UNIT OVERVIEW

The Business Transformation and Systems branch is led by the Chief Information Officer and is part of the Corporate Division. This branch is responsible for managing organisation-wide changes related to business processes, data, and systems within the directorate. This includes improvements to the underlying process and systems to support the strategic needs of the directorate.

The Business Transformation and Systems Branch is an enabling and support service for HCSD. The primary focus of the Branch is the effective implementation of strategic problem solving through comprehensive systems and people change management. Business Transformation & Systems consists of Project and Change Delivery, Systems Administration, Business Support, Data Governance, Data Insights and Analytics, and Records Management, together making up a dynamic, agile, and forward-thinking team that has responsibility for delivering IT services, Data services, information management, and new ways of working.

The RMU is primarily responsible for supporting HCSD's Community Services Records Management Program, ensuring efficient and accountable management of information resources within HCSD. The unit supports HCSD's staff to adopt a 'digital first' records management best practice to meet the operational needs of the business and exceed the compliance requirements imposed on the agency.

WHAT YOU WILL DO

This position requires a combination of practical records management skills and both policy development and implementation expertise. Under limited direction, you will assist the Assistant Director, Records Management Unit with embedding records management best practice and improving the information management culture within HCSD.

Under broad direction you will support the Records Manager in the implementation of the Records Management Program and the ongoing uplift of HCSD records management capability, including:

- Contribute to the development and implementation the Directorate's Records Management Program, specifically in relation to the Records Management Unit's digital transformation initiatives, supporting the transition to modernised records and information management practices.
- Identify opportunities and strategies to promote best practice approaches to support and improve the Directorate's information management strategies, policies, schedules, programs and procedures as well as opportunities for cross-directorate strategic level collaboration, from a 'digital first' perspective.

- Draft policy/guidance documents, and other materials that inform decision making and assist with managing the Records Management Program within HCSD.
- Ensure compliance with ACT Government records management standards, including the *Territory Records Act 2002* and related legislation.
- Collaborate with Directorate staff and other agencies to promote records management best practice and improve proficiency across the Directorate.
- Provide accurate, timely, and relevant advice, including training, to Directorate staff, contractors, and volunteers on records management practices, procedures, and the effective use of the electronic document and records management system (EDRMS).
- Supervise staff delivering records management services by providing effective leadership, planning, and coordination of activities to meet business standards, key performance indicators (KPIs), and deliverables.
- Undertake other duties appropriate to the classification level, contributing to the overall effectiveness and robustness of records and information management within the Directorate.
- Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity framework.

The following legislation and their associated delegations may be relevant to the work of the position (unless otherwise stated):

- *Residential Tenancies Act 1997*
- *Housing Assistance ACT 2007*
- *Fair Work Act 2009 (Cth)*
- *Public Sector Management Act 1994*
- *Public Interest Disclosure Act 2012*
- *Freedom of Information Act 1989*
- *Financial Management Act 1996*
- *Public Rental Housing Assistance Program 2013 (1)*
- *Information Privacy Act 2014*
- *Territory Records Act 2002*
- *Discrimination Act 1991*
- *Work Health and Safety Act 2011*
- *Human Rights Act 2004*

WHAT YOU REQUIRE

The following capabilities form the selection criteria that are required to perform the duties and responsibilities of this position. Please submit a one-page pitch that addresses your suitability against the criteria below.

Professional / Technical Skills and Knowledge

1. Demonstrated knowledge of records management best practice and an ability to interpret and apply legislation to monitor compliance, identify risks and opportunities for improvement.

2. Experience with designing transformational strategies for enhancing records management practices and improving records handling culture.
3. Excellent analytical and writing skills including the ability to provide strategic advice on data governance and data management activities.
4. Demonstrated knowledge and ability in the coordination and provision of records management services for a large organisation including the ability to develop and implement policies and procedures to ensure compliance with relevant legislation.

Behavioural Capabilities

5. A demonstrated passion to identify problems and work collaboratively to develop solutions to complex issues, and the ability to build a culture of improvement.
6. Well-developed liaison, oral and written communication skills include excellent interpersonal skills and the ability to consistently provide high quality customer service to stakeholders.
7. High-level organisational skills, including a demonstrated ability to effectively prioritise work, meet deadlines and to work both independently and cooperatively in a team environment.

Compliance Requirements / Qualifications

Highly desirable but not essential:

- Qualifications in Records and/or Information Management.
- Technical expertise in ACT Government supported EDRMS

Essential qualifications and experience:

- At least four years' experience in records management is highly desirable.

This position *does not* require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Records Officer indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Peaks and troughs	Frequently
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never

Frequent travel – interstate	Never
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SPECIFIC HAZARDS	FREQUENCY
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally