

Position number:	PN132	Last reviewed:	September 2023
Designation:	Records Manager		
Classification:	Permanent	Salary Band:	Band 5
Business area:	ICT		
Reports to:	Director, ICT		
Key stakeholders:	AMC Executives, AMC staff and external suppliers		

Organisational Purpose

The purpose of the Australian Medical Council Limited (AMC) is to ensure the standards of education, training and assessment of the medical profession promote and protect the health of the Australian community.

Business Area Purpose

The purpose of the ICT section is to implement, manage and support ICT solutions that facilitate the achievement of the AMC and associated business areas' vision, mission and strategic objectives as well as ensuring the business continuity of its day-to-day operations; this includes the function of Records and Information management from a business and governance perspective.

Position Purpose

The AMC has implemented an EDRMS and formalised its records and information policy. The purpose of this position is to continue the implementation of the system within established policies and procedures as the Records Manager for the AMC. You will be required to provide specialist advice regarding records and information management to AMC staff in relation to records and information risk areas, promote the AMCs recordkeeping policies and procedures and promote good practices in record keeping.

AMC Commitment to Cultural Safety, Diversity, and Inclusion in the workplace

The AMC aims for a diverse workforce to reflect the Australian community we serve. We believe diversity improves ideas and results in better outcomes and our employment policies reflect our commitment to diversity and inclusion.

The AMC is committed to a working environment that is inclusive and culturally safe for all. The AMC works closely with a number of Aboriginal and/or Torres Strait Islander and Māori stakeholders. It is a requirement that staff must ensure a working environment that is inclusive and culturally safe at all times.

All AMC staff are required to participate in ongoing cultural safety training.

To ensure we meet our strategic goal of ensuring culturally safe practice to improve health outcomes, the AMC understands that we require Aboriginal and Torres Strait Islander and Māori Peoples in our workforce. ***The AMC encourages applications from Aboriginal, Torres Strait Islander and Māori Peoples for all roles advertised.***

Position Responsibilities

Responsible for the day to day operations of the records management function of the AMC; consistently contributing to the successful operation of the organisation by accepting personal responsibility for actions and decisions, collaborating with others to achieve positive outcomes, communicating effectively to understand and be understood, and displaying professional behaviour in all activities.

Proactively support continuous improvement in the work, team, and the organisation through being innovative, displaying critical thinking, and being responsive to the needs of customers and stakeholders.

Actively seek out opportunities to expand work related knowledge and improve personal and technical skill-sets by:

- Regularly review and develop policy, standards and guidelines, taxonomies, protocols, and business rules to support the creation, capture, management and use of documents and records in an electronic environment and in keeping with good recordkeeping practices.
- Review, update and develop AMC recordkeeping control tools including the business classification scheme and records authority' and coordinate the implementation of disposal rules using the AMC Document Management system.
- Prepare and maintain documentation such as technical and user manuals and staff guides
- Undertake system testing, user acceptance testing, and migration during system upgrades
- Provide staff with ongoing user support, including of one-on-one training of new starters to the AMC
- Maintain budgets, and be proactive in identifying cost effective solutions
- Provide advice on compliance with appropriate legislation and good practice standards for records management
- Participate in the AMC's continuous improvement and risk activities

Position Key Result Areas (KRAs)

1. Electronic Document and Records Management System (EDRMS)

Act as the central liaison point for the governance and maintenance of AMC's EDRMS (Hyland Alfresco). Liaise with the Service Provider, and log and monitor user issues.

2. Audit and Compliance

Conduct AMC business section information and records audit / compliance checks.

In conjunction with the Administration team, manage offsite storage by checking monthly invoices against new lodgements, and ensuring boxes are packed according to standard and have a destroy date.

3. Data Migration

In collaboration with the business sections finalise the migration of network drive data into the EDRMS following the AMC's policies and governance guidelines.

4. Records and Information Management Awareness Training

Provide records awareness training for AMC staff, especially new staff.

5. Records and Information Management Expertise

Provide advice, direction, and support in relation to records and information management, ensuring compliance with relevant legislation and standards and the AMC's record management policies and procedures. Maintain all Records and Information management policies, standards and guidelines to meet industry best practice

Key Selection Criteria

Experience/knowledge/skills

- a) Demonstrated expert records management knowledge and experience within an EDRMS environment, including records management system administration.
- b) Demonstrated knowledge of Australian standards and guidelines in records management and other relevant legislation and international standards, particularly in a digital environment.
- c) Proven ability to review, develop and update high quality record keeping and information management policies and procedures, including the ability to write supporting documentation
- d) Proven ability to analyse requirements, and develop and implement a solution that meets business needs.
- e) Sound understanding and application of Retention and Disposal schedules.
- f) Interpersonal skills necessary to quickly create, maintain and enhance relationships with clients and ICT staff in order to achieve work goals
- g) Verbal and written communication skills to support clear and effective dealings with AMC staff and management committees including: writing risk management and incident reports, answering client queries and informing clients and stakeholders of policy and process, staff training
- h) An understanding of, or demonstrated capacity to quickly learn, the AMC's key internal business processes and systems, including the EDRMS

Additional Requirements/Qualifications

- Formal qualifications in Records/Information Management (required)
- Experience in use of Hyland Alfresco (required)
- Experience in using an EDRMS system –for example (Objective, TRIM)
- Experience in MS Sharepoint (desirable)