

*General Information for the Position of
Records Administrator/
Relief Service NSW*

Further Information can be obtained from:

Bradley Pascoe, Divisional Manager Finance and Administration –
(02) 6847 6600

115 Dubbo Street,
(P.O. Box 6)
WARREN NSW 2824
hr@warren.nsw.gov.au

Phone: (02) 6847 6600

SCHEDULE 1

ADVERTISEMENT FOR THE POSITION

Records Administrator/

Relief Service NSW

POSITION VACANT

Records Administrator/Relief Service NSW

Are you a detail-driven person with a passion for organisation, excellent communication skills, and a heart for service? We're looking for an enthusiastic **Records Administrator/Relief Service NSW Agency** to join our team.

In this varied and rewarding role, you'll be responsible for maintaining and controlling all aspects of Council's records system. Your duties will include, but not be limited to, records management, processing Service NSW requests and general office duties. Applicants should have excellent customer skills, be competent in the use of computers and hold a Class C motor vehicle licence.

The training for Service NSW requires you to be away at different times, for a total of 4 weeks.

Employment Conditions

Conditions of employment are in accordance with the Local Government (State) Award, and Council's Salary System within Operational Band 2, Level 1, with the current salary range between \$1237.70 - \$1435.73 per week, depending on knowledge and experience. Current Superannuation is 12%.

The successful applicant will be subject to a pre-employment medical assessment prior to confirmation of employment.

Applications

An Information Package must be obtained by attending the Administration Centre, 115 Dubbo Street, Warren or by visiting Council website www.warren.nsw.gov.au.

All applications should be addressed to the General Manager and include your Resume and the completed 'Employment Application Form' from the Information Package, along with two (2) recent references/referees.

Applications can be lodged:

- Via mail – P.O. Box 6, Warren, NSW, 2824
- In person – 115 Dubbo Street, Warren, NSW, 2824
- Via email – hr@warren.nsw.gov.au

For enquiries contact Bradley Pascoe, Divisional Manager Administration and Finance on (02) 6847 6600.

Warren Shire Council recognises the skills and attributes of Veterans and welcomes applications from ex-service personnel.

Council is an Equal Employment Opportunity employer.

SCHEDULE 2

POSITION DESCRIPTION

*Records Administrator /
Relief Service NSW*

Position Description

Records Administrator/Relief Service NSW Agency

Department	Finance and Administration
Location	Warren
Classification/Grade/Band	Band 2 Level 1
Immediate Supervisor	Treasurer
Responsible Officer	Divisional Manager of Finance & Administration
Date position description approved	June 2025

Council Overview

Warren Shire Council is a multipurpose organisation that provides services in the areas of roads, water, sewerage, waste management and recreational facilities. Our vision is to encourage community growth and development for present and future generations.

Council Values

Commitment to Council's values of safety, harmony, integrity, respect, and engagement is essential to assist in delivering our vision to the community.

Primary Purpose of the Position

To administer and coordinate the use of Electronic Document and Records Management System (EDRMS), ensuring Council documents and records are processed in accordance with the established Records Management Policy or procedures of Council. Facilitate ongoing review and efficiency of Council EDRMS and ensure compliance with all regulatory requirements.

To assist in achieving the goals of the Council and promote a positive image of Council as an efficient caring service provider.

Physical Demands

The position holder is required to be physically fit as they are likely to be exposed to a range of indoor activities including prolonged standing, sitting, close eye work; dealing with the public; meeting deadlines.

Key Accountabilities

Within the area of responsibility;

- Maintain and control all aspects of the Electronic Document and Records Management System (EDRMS).
- Provide general administrative support to the Treasurer & Divisional Manager Finance and Administration.
- Participate in and promote a positive public image of the Council.
- Promote the Council as a caring service provider.
- Provide administrative and operational support to the Finance and Administration Department and the public, within the Records Management area of operations.
- Respond to routine enquires and provide procedural information relating to Records Management.
- Prepare correspondence and reports for Records areas as required.
- Develop a thorough working knowledge of all processing required in line with the procedures as set out by Service NSW.
- Facilitate or coordinate the collection and register of Council inward/outward mail on a daily basis as set out in Records procedures.
- Administer relevant correspondence matters and ensure they are processed in the EDRMS on a daily basis, working within existing or new created workflows or other processes.
- Administer and coordinate out monthly file reconciliation, reporting on relevant Department or Individual User compliance with use of the EDRMS.
- Administer and coordinate processing of file out tray items, ensuring they are collected morning and afternoon and files are processed in the EDRMS as required daily.
- Administer and coordinate Records to ensure that completed files are recorded and placed in Council's archives and these records are kept in order, completion and maintenance of Council archive or disposal register.
- Undertake cashiering duties in Council Customer Service area, as required.
- Provide training and guidance on use of the EDRMS with staff as required.
- Balance cash float and advise supervisor of any discrepancy.
- Attend meetings as required.
- Assist with EDRMS enquiries or support for all staff as required.
- Other duties as directed, within the ability and skillset of the incumbent.

Key Challenges

- Ensure the timely and accurate management and processing of Council's documents or records within the EDRMS;
- Developing and maintaining a thorough understanding of all Service NSW procedures;
- Utilising conflict resolution skills when dealing with difficult customers.

Key Corporate Responsibilities

Work Health & Safety

All employees are responsible for WHS at Warren Shire Council and their duties include:

- Working in a safe manner without risk to themselves, others, Council's equipment or the environment;
- Reporting all WHS hazards and incidents to their supervisor;
- Reporting all injuries and illnesses to their supervisor and the Work Health Safety/Risk Coordinator within 24 hours;
- Providing suggestion, through agreed consultation method, on how to improve WHS issues;
- Seeking assistance if unsure of WHS procedures;
- Reporting any faulty equipment or plant to their supervisor;
- Participate in WHS consultation arrangements in your workplace;
- Complying with any Return to Work Plan if injured;
- Correctly using all personal protective equipment; and
- Complying with emergency and evacuation procedures

Customer Service

Project and promote a positive and efficient image of Council through maintaining professional standards and presentation. Take a pro-active approach to providing excellent customer service to both internal and external customers.

- Project and promote the image of Council as both positive and efficient through maintaining professional standards and presentation.
- Attend to enquiries from internal and external customers promptly and professionally.
- Communicate effectively and sensitively with both internal and external customers.
- Objectively solve disputes and/or problems that may arise with internal and external customers
- Work cooperatively with other organisations

Council's Policies and Procedures

Comply with all Council Policies and Procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed.

Equal Employment Opportunity

Comply with the requirements of the Anti-Discrimination legislation and Council's related Policies and Procedures. Take appropriate action to ensure a harassment free workplace.

Ethical Conduct

Comply with the requirements of Council's Code of Conduct.

Key Internal Relationships

Who	Why
Treasurer	<ul style="list-style-type: none">• Respond to requests• Report on outcomes
All Management and Other Staff	<ul style="list-style-type: none">• Day to day communications regarding records processing and management

Key External Relationships

Who	Why
General Public/Customers	<ul style="list-style-type: none">• Providing customer service in person, over the phone and through emails
Service NSW	<ul style="list-style-type: none">• Respond to requests and report on operations

Delegations of Authority

Delegations for this position shall be issued by the General Manager.

Essential Requirements

1. Higher School Certificate and two years relevant or related experience;
2. Current C Class Drivers Licence





Desirable Requirements

- Certificate IV Records Management or Administration (or related qualification)

Capabilities for the Role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at https://capability.lgnsw.org.au/local_government_capability_framework.pdf

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	Capability Name	Level
	Manage Self	Intermediate
	Display Resilience and Adaptability	Adept
	Act with Integrity	Adept
Personal attributes	Demonstrate Accountability	Adept
	Communicate and Engage	Intermediate
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
Relationships	Influence and Negotiate	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
Results	Deliver Results	Intermediate
	Finance	Adept
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
Resources	Procurement and Contracts	Intermediate

WARREN SHIRE COUNCIL

Competencies and Skills

Job Title: Records Administrator/Relief Service NSW Agency
Band: 2
Level: 1

<u>Grade 1</u>	
Current C Class Drivers Licence.	<input type="checkbox"/>
Proven literacy/grammatical skills/numeracy skills.	<input type="checkbox"/>
Basic record keeping skills.	<input type="checkbox"/>
Demonstrated ability to cooperate and work in a team.	<input type="checkbox"/>
Able to produce satisfactory routine correspondence.	<input type="checkbox"/>
Ability to communicate with the public.	<input type="checkbox"/>
Understanding of WH&S requirements.	<input type="checkbox"/>
Understanding of the Government Information (Public Access) Act 2009 (Old Privacy Act).	<input type="checkbox"/>
Basic knowledge of Council's Electronic Document and Records Management System.	<input type="checkbox"/>
Basic understanding of Council's General Ledger & Job Costing Modules.	<input type="checkbox"/>
Basic understanding of Service NSW policies and procedures.	<input type="checkbox"/>
Ability to work to predetermined deadlines.	<input type="checkbox"/>
Knowledge of Anti-Discrimination Act & EEO Act.	<input type="checkbox"/>
Ability to interpret Council's fees and charges.	<input type="checkbox"/>
<u>Grade 2</u>	
Ability to successfully administer and coordinate all aspects of Council Electronic Document and Record Management System.	<input type="checkbox"/>
Ability to work without supervision.	<input type="checkbox"/>
Ability to coordinate and administer all inward/outward correspondence.	<input type="checkbox"/>
Intermediate understanding of Service NSW policies and procedures.	<input type="checkbox"/>
Demonstrated intermediate skill with Microsoft Office products (Word, Excel, Access etc) .	<input type="checkbox"/>
Ability to provide general administrative support to Treasurer and Divisional Manager Finance & Administration (as required).	<input type="checkbox"/>
Intermediate understanding of Council Electronic Document and Record Management System.	
Thorough understanding of Council Records Management policies, procedures and regulatory environment.	
Able to undertake daily receipting and reconcile daily cash receipting.	

<u>Grade 3</u>	
Ability to register all inward/outward correspondence.	<input type="checkbox"/>
Understanding of Databases structure and integrity, as relevant to the role.	<input type="checkbox"/>
Demonstrated ability to maintain & update position procedural manuals.	<input type="checkbox"/>
Thorough working knowledge of Service NSW Agency policies & procedures.	<input type="checkbox"/>
High level understanding of Council Electronic Document and Record Management System.	<input type="checkbox"/>
<u>Grade 4</u>	
Demonstrated ability to update and provide advice on all Records Management Governance framework, Policy or procedure, with continuous improvement initiatives.	<input type="checkbox"/>
Ability to provide end user training for other staff within the organisation.	<input type="checkbox"/>
Ability to coordinate and structure records register, routinely undertake disposal or archive processes in compliance with Council Policy, Statutory or Legislative requirements.	<input type="checkbox"/>
Ability to engage in records searches, detailed reporting or investigative processes as required.	<input type="checkbox"/>
Demonstrate an understanding of Council old Records Management System and ability to work within this historic area, as required.	<input type="checkbox"/>
Commencement of Certificate IV Records Management or Administration (or other agreed relevant Certificate).	<input type="checkbox"/>
Ability to satisfactorily relieve in one other work area.	<input type="checkbox"/>
<u>Grade 5</u>	
Completion of Certificate IV Records Management or Administration (or other agreed relevant Certificate).	<input type="checkbox"/>
Ability to gain professional membership in related fields or engage in regional networking groups.	<input type="checkbox"/>
Ability to satisfactorily relieve in two other work areas.	<input type="checkbox"/>
Demonstrated ability to comprehensively administer and coordinate all aspects of Council Records Management area.	<input type="checkbox"/>

SCHEDULE 3

EMPLOYMENT APPLICATION FORM

(Return this section with your Resume)

*Records Administrator/
Relief Service NSW*

Employment Application Form

Privacy Statement:

As part of the recruitment process Warren Shire Council will be collecting information about you. This information is private information for the Privacy and Personal Information Protection Act. This information will be included in the recruitment file and accessed by Council Human Resources staff and members of the Recruitment Selection Panel. Applicants may request their information be returned to them at the conclusion of the recruitment process.

Personal Details * Required Fields

First Name*	Last Name*
E-mail*	
Phone*	Mobile
Street Address*	Postal Address*
City, Town, Suburb*	Postcode*
Country*	State*

Questions

<p>1. Please indicate your eligibility to work in Australia*</p> <ul style="list-style-type: none">a. Australian/New Zealand Citizenb. Permanent Residentc. Current Visa including Visa Class and duration (expiry date)d. None of the above
<p>2. If you answered Current Visa or None of the above, please provide details of your eligibility to work in Australia including Visa date or issue and any Visa restrictions.</p>
<p>3. Have you read and understood the position description and the requirements for the position that you are applying for? *</p> <ul style="list-style-type: none">a. Yesb. No
<p>4. Have you ever previously been employed by Warren Shire Council? *</p> <ul style="list-style-type: none">a. Yesb. No

5. If you answered Yes to the above question, please provide details of your employment (dates of employment and job/position title) *

6. Please explain your motivation for applying for this position and why you believe you are a suitable candidate*

7. Do you have any trade certificates, university or TAFE certificates or other (traffic control, etc.)? *

- a. Yes
- b. No

8. If you answered Yes to the question above, please outline your qualifications and your experience in relation to this position within Local Government*

Attach certified copies of all relevant documentation to this application*

9. What Class of motor vehicle driving licence do you hold? *

- a. None
- b. Class C
- c. Class LR
- d. Class MR
- e. Class HR
- f. Class HC
- g. Class MC
- h. Other (please explain)

State of Issue:

Expiry Date:

<p>10. Do you hold a SafeWork NSW Construction Induction (White Card) or equivalent? *</p> <p>a. Yes (Number on Card) _____</p> <p>b. No</p>
<p>11. Have you had experience working in a team environment? *</p> <p>a. Yes</p> <p>b. No</p>
<p>12. If you answered Yes to the above question, please detail your experience including examples*</p>
<p>13. Excellent Time Management, Customer Service, and Conflict Resolution skills are essential in this role. Provide actual examples of your experience of these skills*</p>
<p>14. Equal Employment Opportunity - Please note that providing this information is voluntary, any information you provide will remain confidential and will only be used for the gathering of statistical data.</p> <p>Are you Male or Female?</p> <p>a. Male</p> <p>b. Female</p>
<p>15. Do you identify as Aboriginal or Torres Strait Islander?</p> <p>a. Yes</p> <p>b. No</p>
<p>16. Is English the primary language spoken at home?</p> <p>a. Yes</p> <p>b. No</p>

17. Do you have a disability?

- a. Yes
- b. No

18. If you answered Yes to the question above, please state what support or assistance you may require in order to help through the recruitment process.

19. Have you ever been a serving full-time member of the Australian Defence Force, or a reservist on continuous full-time service?

- a. Yes
- b. No