

Position Description

Role title	Information Management Lead	Last reviewed	1/06/2025
Division	Commercial and Business Services	Team	ICT and Records Management
Reports to	Director, ICT and Records Management	Classification	ASO6
Direct reports	1 -2		

Role Purpose

Provide strategic direction and lead the step-change and effective delivery of Renewal SA's information management strategy and projects, incorporating electronic document and records management system, processes, and functions to ensure compliance with state and internal policies and legislative requirements.

Key Accountabilities

- Provide expert advice on information management practices, including interpretation of relevant legislation and government requirements to ensure compliance.
- Develop Information Management policies and procedures that are consistent with legislative and government requirements.
- Evaluate, administer, and provide expert advice on existing information management systems, including the identification, recording, sentencing, and disposal of records, in accordance with current Departmental and State Records Acts and Legislation.
- Design, develop, implement and maintain records and information management processes and procedures including but not limited to, Information Management Plans and Information Asset Register, in line with departmental need.
- Oversee agency EDRMS and information management training requirements
- Collaborate with relevant internal stakeholders and manage vendors ensuring quality service delivery and compliance with contractual obligations and a high level of accuracy.
- Assess and approve file creation requests ensuring consistency with naming conventions, policies, and standards.
- Provide support, to effectively resolve inquiries of a sensitive and complex nature and escalating where required.
- Implement regular monitoring, and reporting to record, track, and document all customer inquiries, including all decisions made through to final resolution, to inform continuous improvement initiatives.
- Lead team members, providing guidance and support to foster high levels of engagement and a customer centric approach.
- Other duties as required.

Key Relationships

Internal	
Who	Why
Manager	Receive guidance and instruction, seek clarification and advice, and report on progress against work plans.
Work Team	Participate in meetings, share information, and provide input on issues. Support team members and work collaboratively to contribute to achieving team outcomes.
Direct Reports	Support, guide and manage performance.
Internal Stakeholders	Respond to queries, exchange information, and work collaboratively to resolve issues.
External	
Who	Why
Other Government Agencies	Establish networks and collaborative relationships across SA Government to share ideas and learnings and develop common responses to emerging issues.
External Stakeholders	Engage with relevant stakeholders to facilitate communication, provide expert advice, gather, and exchange relevant information.
Vendors/Suppliers/Consultants	Manage contracts for quality, on-time service delivery, compliance, and performance targets.

Key Challenges

- Navigating the role as an advisor and enforcer of information management policies and procedures ensuring that each department takes responsibility for their own administrative tasks, storage, and record keeping.
- Getting the organisation to fully embrace and support the process of records maintenance and governance to comply with the established protocols and practices.
- Managing and delivering multiple tasks, activities, and deadlines in a complex environment.

Qualifications and Technical Requirements

- Tertiary qualifications in a relevant discipline or demonstrated equivalent relevant professional experience.

Special Conditions

- Out of hours work may be required.
- Inter/intrastate travel may be required.
- The incumbent must meet the WHS responsibilities and accountabilities as set out in the Renewal SA WHS Policy commensurate with their role. This includes ensuring that any work undertaken by or on the behalf of Renewal SA, is undertaken in accordance with the WHS Act 2012, Regulations, Codes of Practice, and internal Specifications.
- The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with the State Records Act 1997
- The role is deemed a 'Position of Trust' pursuant to the standards required in the Australian Government Protective Security Policy Framework

- A current satisfactory National Police Clearance is required and renewed as per Renewal SA's policy.

Key Capabilities

The [Renewal SA Capability Framework](#) integrates the Renewal SA Strategic Plan and the South Australian Public Sector Values to define the capabilities we need to operate effectively. Our Framework is led by four principles that are critical themes and considerations that ensure safety, personal leadership, best practice, and our communities are at the forefront as we apply our capabilities.

All the capabilities within the Renewal SA Capability Framework are relevant for all employees. The below outlined capabilities are specifically needed to successfully perform the role.

Capability Group	Capability	Level	Behaviours
Culture and Collaboration	Be accountable	Accomplished	<ul style="list-style-type: none"> • Be proactive in identifying and clarifying actions where responsibility is unclear or assumed. • Recognise broader commitments of your team and others and adhere to agreements (ways of working, communication, feedback). • Proactively report status to team and other stakeholders through agreed communications. • Look ahead to identify, address or escalate potential impacts on teams or to objectives.
Strategy and Growth	Understand government priorities and context	Accomplished	<ul style="list-style-type: none"> • Help teams reprioritise and respond rapidly to new or changing government priorities or planning for anticipated changes. • Ensure team practices adhere to Renewal SA's policy and participate in new policy development. • Participate in internal or cross-agency governance to drive positive outcomes for Renewal SA. • Use strong communication skills and relationships to align stakeholders and maximise Renewal SA's outcomes.
Innovation and Agility	Navigate reform and change	Accomplished	<ul style="list-style-type: none"> • Champion change initiatives and the benefits and impacts to people within and outside of Renewal SA • Generate support for change initiatives through active promotion and engagement • Support the development and application of change management processes that broadly address hesitation or resistance

			<ul style="list-style-type: none"> Help Teams understand and respond to reform initiatives in a supportive and structural way.
Solutions Focused	Embrace digital and data	Accomplished	<ul style="list-style-type: none"> Integrate new systems and processes using digital platforms to improve ways of working or outcomes for Renewal SA. Demonstrate expertise applying digital tools to achieve outcomes that exceed the expected value of the activity. Create and manage data sources and comprehensive data sets to develop predictive analysis and modelling. Lead cybersecurity practices across teams at Renewal SA and upskill others in their importance
People Leadership	Develop our people	Accomplished	<ul style="list-style-type: none"> Develop and implement leading practice to maximise high performance. Develop and promote the performance review cycle across Renewal SA and ensure equity in all evaluations. Champion and seek out cross collaboration to develop others and build individuals and teams across Renewal SA. Drive a culture and systems that support and nurture individuals and teams facing issues with performance

Delegate		Role occupant	
This position profile accurately outlines the expectations of the role.	<input type="checkbox"/>	I have read and understood the role and expectations of me.	<input type="checkbox"/>
Name		Name	
Title		Signature	
Signature			
Date	Click to enter a date.	Date	Click to enter a date.