

Position	Title:	No.:	Reports to:	Title:	No.:
	Senior Information Management Officer	HSF214		Senior Business Analyst and Business Support Team Lead	HSF129
Business Unit:	Information Services		Division:	Risk, Product & Information Services	

Organisational Overview:

At HomeStart we believe that affordable home ownership is essential to the health, wellbeing and ongoing sustainability of our communities. HomeStart's role, within the framework of government policy, is to provide leadership and innovation in the housing finance sector by enabling more South Australians to fulfil their home ownership dreams. We do this through the provision of innovative housing finance solutions. More importantly, we do this through our core strength – our people.

Position Purpose:

The Senior Information Management (IM) Officer will lead system compliance initiatives and provide guidance for HomeStart's information management infrastructure. The Senior IM Officer will serve as the subject matter expert for information management systems, delivering technical guidance and best practices to ensure compliance. This role will provide comprehensive support for IM systems users, including troubleshooting issues, resolving technical problems, and implementing solutions at both first and second support tiers. In addition, the Senior IM Officer is responsible for designing and conducting training programs to help employees effectively utilise IM systems. This position will also monitor and maintain information management systems to ensure reliable operation and adherence to compliance standards.

Positions reporting to this position:

- Nil

Other significant working relationships:

Internal: Business Process Owners.
External: IS Service Providers and Vendors.

Primary Outcomes & Accountabilities

Key Results Areas

Performance Measures

<p>Operational Responsibilities</p>	<ul style="list-style-type: none"> • As the SME of HomeStart’s Information Management system - Content Manager, ensure high quality maintenance of information and records management processes for the organisation. • Provide support to Information Management users including the resolution of incidents and problems in an effective and timely manner; <ul style="list-style-type: none"> ○ Review and resolve user requests/issues relating to Content Manager, eg. folder creation, modifying record types, moving, finding, or amending records, managing permissions, and assisting users when problems occur. ○ Review and resolve user requests/issues relating to HomeStart’s intranet. ○ Manage the ongoing digitisation of physical records. • Analyse, build, and support organisational workflows for information in Content Manager. • Champion the use of, and integration with, Content Manager with all other line-of-business systems. • Coordinating the resolution of any problems escalated to other incident and request resolver groups. • Produce records and statistics to monitor all Content Manager use and identify areas for improvement. • Review documents and provide recommendations to ensure compliance to corporate and Information Management Standards. • Ensure documents are maintained in a confidential and secure environment. • Design and assist in the delivery of training programs to users to enhance records management knowledge and proficiency when using the Content Manager system. Identify knowledge gaps and develop support resources to address these gaps within the business. • Backfill and support other positions within the Information Services Team as required.
<p>External Stakeholder Relations</p>	<ul style="list-style-type: none"> • Create and maintain conditions for effective relations with relevant external organizations, government agencies, customers and vendors where appropriate. • Respond to stakeholder queries in a prompt and courteous manner.
<p>Corporate Responsibilities</p>	<ul style="list-style-type: none"> • Work in accordance with the Code of Ethics for South Australian Public Sector, and legislative requirements including but not limited to: <ul style="list-style-type: none"> ○ Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements. ○ Equal Employment Opportunities (including prevention of bullying, harassment and intimidation). ○ Disability Discrimination. ○ Independent Commissioner Against Corruption Act 2012 (SA) ○ Relevant Awards, Enterprise Agreements, Public Sector Act 2009, ○ Relevant Australian Standards. ○ Duty to maintain confidentiality. ○ Smoke Free Workplace. • Applying the principles of the HomeStart’s Risk Management Policy and Practices. • Ensure own and team compliance to HomeStart’s financial policies and procedures.

- Ensure that all legal responsibilities attached to this role as noted in the Compliance Register are discharged, are properly recorded in the Risk Management System (RMS) and any breaches of these requirements are recorded as incidents in the RMS.
- Understand and follow workplace safety initiatives and procedures, identify hazards and contribute to a safe working environment.

Values Profile

Opportunity	<i>We provide belief, hope and possibility for others. We want to empower people with opportunities and solutions, then let them get on with it!</i>
Determination	<i>We are motivated by the hopes, dreams and ambitions we can help fulfil, and the stories of those we've helped succeed already. We are relentless in finding a way forward and will never give up.</i>
Openness	<i>We are open, inclusive and accepting of others' perspectives. Our conversations are honest and transparent. We choose understanding and empathy. We welcome new ideas and diversity in thought.</i>
Simplicity	<i>We're always looking to make things easier. We speak in simple terms and seek to help others' understanding. We try to simplify our work at every step.</i>

Other Requirements

Essential Criteria

- Qualifications and/or demonstrated experience in information management, records management, or a related discipline.
- Extensive experience and strong knowledge of records management principles and best practices, including the ability to apply standards and legislation
- Practical experience in the use and administration of electronic document and record management systems (EDRMS).
- Ability to work independently without supervision, as well as collaboratively within a team.
- Well-developed ability to effectively communicate technical concepts to non-technical individuals, providing clear and concise advice and support to people at all levels.
- Strong attention to detail and accuracy.
- Strong customer service focus.

Desirable Criteria

- Experience in Content Manager (TRIM) configuration and support.
- Strong analytical and problem-solving skills.
- An understanding of cybersecurity principles.

Special Conditions

- National Criminal History Record Check (Police Check) on commencement.
- May be required to act in higher level positions, or assume additional accountability, as and when required.
- Flexibility in working across business units as required.
- May be required to work reasonable overtime with notice.
- Some out of hours, weekend work and intrastate/interstate travel may be required.