

WHITEHORSE CITY COUNCIL

Position description

Job title: Senior Information Governance Specialist	
Classification: Band 6	Effective Date: November 2025
Reports to: Coordinator Information Governance	Tenure: Permanent Full Time

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The Senior Information Governance Specialist:

- Provides administration and user support for Council's Information Management systems.
- Provides guidance and input into policies, processes, guidelines, and training materials related to Information Governance, leading to enhanced information management maturity within the organisation.
- Manage and support key Information Governance projects

Key Responsibilities

Position Specific Responsibilities

System Administration and Governance

- Maintain, configure, and administer information management systems, including monitoring, reporting, auditing, and metadata clean-up.
- Manage user permissions, document security, locations and positions, and conduct regular records, security, and data audits.
- Responsible for the creation and review of locations and positions, user permissions and document security.
- Ensure information integrity and compliance with business rules throughout the information lifecycle.
- Liaise with external vendors for system support, upgrades, development, and problem resolution.
- Provide specialist expertise, advice, and customer support on information management systems (e.g., Microfocus Content Manager, SharePoint and related applications).

System Enhancement and Projects

- Coordinate and deliver Information Governance projects, system upgrades, and enhancements in collaboration with the Organisational Technology Department.
- Develop test plans, conduct or oversee testing, and manage endorsed project works.
- Provide continuous improvement advice on system enhancements, configuration, and operational processes.

Stakeholder Engagement and Leadership

- Build strong stakeholder relationships and promote awareness of recordkeeping requirements across all record holding systems.
- Promote a digital by default approach with regards to management of corporate records.
- Deliver user support and helpdesk services, ensuring clear and practical technical guidance.
- Develop training materials, manuals, guidelines, knowledge articles, and intranet content.

Continuous Improvement

- Identification, investigation, evaluation and implementation of new and/or improved Records Management practices, processes and procedures.
- Identify opportunities to enhance records management processes, technologies, and workflows through system changes.
- Lead the delivery of operational improvements in Information Governance processes.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Staff responsibility

- The Information Governance Projects Officer reports to the Senior Information Governance Specialist.

Decision Making:

- The position is accountable for problem solving, using existing procedures and guidelines or developing/improving processes in consultation with relevant stakeholders and the application of professional or technical knowledge, or knowledge acquired through relevant experience
- The position will be responsible for decision making at an operational level for activities relevant to the key responsibility areas, and within the parameters of the incumbent's skills and experience
- Guidance and advice are always available within time to decide.

Key Relationships

The position will liaise with internal and external stakeholders including but not limited to:

- All staff across the organisation
- External vendors
- Staff from other municipalities
- Appropriate networks

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Relevant tertiary qualifications and/or relevant experience in Information Systems, Information Management and/or Project Management and systems support within a medium to large organisation.
- Demonstrated ability to lead the review of existing processes and to continuously improve operational systems, work processes and practices in a collaborative and flexible manner
- Demonstrated experience in assisting policy or strategy development, with an understanding of legislative and regulatory frameworks that govern Information Management, security and privacy.
- Knowledge of the PROV and OVIC regulations relating to information management, including security and privacy requirements.
- Experience in requirements gathering and analysis
- Proven experience in a customer service role
- Demonstrated technical and analytical skills and ability to develop and implement solutions for positive customer outcomes

- Ability to develop, implement and deliver training programs tailored to the audience and to identify appropriate methods of delivery.
- Knowledge and experience in information management including records classification, registration, sentencing and archiving and disposal.
- Membership of Records and Information Management Professionals Australasia (RIMPA) is desirable.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

- Extensive knowledge and experience in the administration of Information Management system, preferably Micro Focus Content Manager.
- Knowledge and experience in creating test plans and carrying out testing to ensure upgrades and enhancements are successfully implemented in conjunction with the Organisational Technology Department.
- Proficient in the use of Microsoft Office suite and Office 365.

Interpersonal

- High level customer service skills and strong service ethics
- The capacity to liaise effectively with staff and suppliers is mandatory. The incumbent must have the ability to gain co-operation and assistance from clients, members of the public and other employees
- Excellent written and verbal communication skills including the ability to:
 - Communicate with diverse stakeholders/vendor ensuring consistency and clarity of communication
 - Gain cooperation from relevant stakeholders/vendor
 - Cultivate and maintain professional relationships with organisations and individuals both internal and external
- Demonstrate initiative, flexibility and creativity
- Ability to operate with patience and empathy when under pressure
- Ability to support strategies, programs and policies of Business Technology and Council
- Proactive in keeping management informed of issues that may impact service standards
- Draw on a range of information sources to identify new ways of doing things

Leadership/management:

- Excellent time management skills ensuring projects timelines are achieved

- Ability to effectively plan, set priorities, organise and manage own work tasks to achieve departmental objectives and meet deadlines. Well-developed administration skills and high attention to detail
- Ability to be flexible and to show initiative and creativity in the development of services
- Actively build and maintain engagement levels through open communication and activities that foster a sense of team unity.
- Ability to work with a broad range of stakeholders supporting and developing a culture in line with Council's values and vision

Key Selection Criteria

1. Relevant qualifications and/or relevant experience in Information Systems, Information Governance/Management and/or Project Management systems support within a medium to large organisation.
2. Demonstrated experience with Micro Focus Content Manager at an Administrator level.
3. Excellent written and verbal communication skills including the ability to communicate clearly with diverse stakeholders, ensure consistency and clarity of communication and the ability to gain cooperation from relevant stakeholders.
4. Demonstrated ability to lead the review of existing processes and to continuously improve operational systems, work processes and practices in a collaborative and flexible manner.
5. Demonstrated experience in assisting policy or strategy development, with an understanding of legislative and regulatory frameworks that govern information management, security and privacy.
6. Experience running and delivering Information Governance Projects.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Picking up standard archive boxes and boxes of files Filing	Occasional up to 8 times a day (1 x per hour) Anywhere between 15 to 30 minutes over an 8 hour day
Hand/Arm Movement Tasks involve use of hand/arms	Archiving / Filing Sorting & opening incoming mail envelopes	Frequently throughout the day
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Intermittently with Australia Post and archive boxes	Daily - infrequently
Standing Tasks involve standing in an upright position	Inwards mail opening Outwards mail processing	1 – 1.5 hours per day
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Accessing files on shelves in a Compactus	occasional
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Regular intervals throughout the day, short distances	Regular short distances < 50m, Trolley used when appropriate to aid in manual handling
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Collecting , returning hard copy files and or archive boxes	Short distances, stable load < 5kg
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Pushing trolley to transport archive boxes	Up to 50 metres twice a week
Keyboard Duties Tasks involve sitting at workstation and using computer.	Data Computer input	5 – 6 per day
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Read, review and send documents, hard copy and/or electronic	Regular intervals throughout the day

Any other relevant comments: