

Position Description

1. POSITION IDENTIFICATION

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| Position Title | Information Management Officer |
| Team | Administration |
| Location | Richmond |
| Classification | Level 3 |
| Time Fraction | 0.6 |

2. POSITION PURPOSE

The IMO will be the CEHL champion of information management and collaboration (electronic). They will be responsible for the management of the website, intranet (SharePoint 365) and Member Portal once implemented. They will work closely with the project manager to implement the Member Portal project.

3. ORGANISATIONAL DESCRIPTION

Common Equity Housing Limited (CEHL) is Victoria's largest Housing Association and is both a provider and developer of affordable housing. CEHL uses co-operative housing models to empower people to build strong communities through better housing solutions.

CEHL is an enabler; partnering with member co-operatives, to deliver an effective, sustainable cooperative housing program. Our strategic outcomes are to:

- Achieve enabled co-operatives, empowering and engaging their members;
- To be sustainably growing our social, environmental, cultural and economic impact; and
- To be strongly contributing to a revitalised and innovative affordable housing system.

Our values statements are:

- We care for one another;
- We are responsible;
- We work together; and
- We make a difference.

CEHL is a not for profit organisation, governed by a Board of eleven Directors and whose shareholders are member co-operatives

The organisational structure comprises the following teams: Program Development, Co-operative Development & Strategy, Housing Services, Asset Management, Real Estate Services, Financial Services, Human Resources and Administration.

4. KEY RESPONSIBILITIES

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| <p>Services Provided</p> | <p>Manage, maintain and develop Information Management Systems (IMS) at CEHL, specifically: the CEHL website, Intranet (SharePoint 365) and Member Portal.</p> <p>Participate and actively contribute to the website refresh project</p> <p>Implement, extend and maintain information management protocols at CEHL in accordance with best practice.</p> <p>Play a key resourcing role in the Member Portal Project</p> <p>Consult and advise on the development of IMS to meet individual stakeholder needs.</p> <p>Meet legislative obligations for record keeping.</p> <p>Document and maintain information management, records retention and archiving processes and procedures, including the training and support of staff in their use.</p> <p>Participate in the development, implementation and review of information management needs and solutions.</p> <p>Champion and drive the use of the organisations EDMS.</p> <p>Develop and maintain high quality training and support material (user manuals and training resources).</p> <p>Provide consistent quality customer service for internal and external stakeholders.</p> <p>Contribute to team administrative and communication duties as required.</p> <p>Generate reports and analytical statistic from EDMS upon request.</p> <p>Provide administrative support for CEHL’s communication activities, through IMS:</p> <ul style="list-style-type: none"> ● Annual Report; ● Board Papers; and ● Newsletters. <p>Proactively assist to develop and improve policy, process and documentation related to the IMS.</p> <p>Participate, support and encourage teamwork and mutual respect.</p> <p>Provide assistance to the CEHL Board and Management Team on request.</p> <p>Maintain effective working relationships with staff. Covered above.</p> <p>Contribute to achieving team objectives.</p> <p>Assist, develop and regularly review individual work plans.</p> |
| <p>Policy and Planning</p> | <p>Attend and participate in regular Team meetings.</p> <p>Know and understand CEHL policies and procedures to ensure operations undertaken are in accordance.</p> |

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| | <p>Liaise with the Manager – Administration and Compliance to review and update changing business requirements, Business Plan, processes and organisational structure.</p> <p>Support continuous improvement by identifying opportunities and risks in process and assist to find innovative solutions.</p> |
| Supervision | <p>Operate under the direct supervision of the Manager - Administration and Compliance.</p> <p>Not responsible for any supervision of staff.</p> |
| Information and Advice | <p>Ensure consistency through following procedure and guidelines to assist CEHL staff and stakeholders.</p> |
| Financial and Budgeting | <p>Adhere to organisational protocols for expenditure.</p> <p>Economic management for requested replacement items (replace/repair) and supplies.</p> <p>Contribute to identifying budgeting and/or financial improvements or change.</p> |
| Compliance and Reporting | <p>Maintain a working knowledge of CEHL policies and procedural guidelines to ensure they are followed.</p> <p>Ensure quality data entry.</p> <p>Assist generation of data reporting to stakeholders, funders and government agencies.</p> <p>Assist other Teams in their responsibility for compliance.</p> |
| Other Duties | <p>As directed, undertake other duties which are incidental and peripheral to the main tasks, provided that such duties are reasonably within the requirements and responsibilities of the position. The allocation of other duties is in consultation with the staff member.</p> <p>Actively participate in professional development and the life, development and growth of CEHL.</p> |
| 5. GENERIC RESPONSIBILITIES | |
| Values | <p>To uphold CEHL's Strategic outcomes and values.</p> |
| Adherence to Legal Requirements / CEHL Policy | <p>To abide by all terms, conditions and requirements <i>including but not limited to</i>: Enterprise Agreement, Occupational Health & Safety; Equal Opportunity, Discrimination, Harassment and Bullying; Privacy; and Code of Conduct.</p> |
| Teamwork / Collaboration | <p>To work constructively and cooperatively as part of the CEHL team.</p> |
| Communication | <p>To effectively communicate with CEHL's internal and external stakeholders</p> |

6. KEY SELECTION CRITERIA

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| <p>Qualifications or equivalent industry knowledge and experience</p> | <p>Relevant Tertiary level qualification or demonstrated experience in information management.</p> |
| <p>Knowledge</p> | <p>Knowledge of information management practices, particularly, document management, portals, collaboration, classification, naming conventions and search optimisation.</p> <p>Tertiary knowledge of web technologies (HTML, etc.).</p> <p>An understanding of key usability and accessibility standards.</p> <p>A high level understanding of records management policies, procedures and regulations.</p> <p>Privacy Legislation.</p> <p>Compliance requirements related to electronically stored information.</p> <p>Proactively utilises initiative, innovation and a commitment to continuous improvement.</p> |
| <p>Experience</p> | <p>Demonstrable experience in the development, use and administration of electronic document management systems (EDMS), to meet legislative obligations for record keeping including the creation, maintenance, storage, archiving and retrieval of files.</p> <p>Experience managing information management systems.</p> <p>Experience in providing responsive and effective customer service and stakeholder management.</p> <p>Experience in providing training and support for IMS's is desirable</p> <p>Experience with SharePoint 2013 or 2016 is essential.</p> <p>Experience with SharePoint Office 365 is desirable.</p> <p>Demonstrable experience managing a transactional website.</p> <p>Demonstrated administrative ability to interpret legislation and to implement and monitor legislative compliance is desirable.</p> <p>Demonstrated team work skills.</p> |
| <p>Skills</p> | <p>Proficient in IT applications, including web applications and Microsoft Office suite, with accurate word processing and data entry skills.</p> <p>Belongs in knowledge - Knowledge and commitment to continuous improvement practices.</p> <p>Ability to show initiative and implement and communicate change effectively.</p> <p>Effective communication skills to respectfully engage with the business.</p> |

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| | <p>Time management and ability to prioritise competing work demands.</p> <p>Demonstrated ability to work under pressure.</p> <p>Self-confidence, assertiveness and personal motivation.</p> |
| 7. ORGANISATIONAL RELATIONSHIPS / EXTENT OF AUTHORITY | |
| ORGINISATIONAL RELATIONSHIPS | |
| Reports to | Manager – Administration and Compliance. |
| Direct Reports | None. |
| Internal Contacts | Managers, Team Leaders, employees, and Board Directors. |
| External Contacts | Co-operative members, general public, representatives of regulatory authorities. |
| EXTENT OF AUTHORITY | |
| Under what level of supervision does the position operate? | Works under regular supervision and general direction. |
| How is the freedom to act controlled or limited? | Practices and procedures, established guidelines, budget constraints, compliance constraints, and objectives and limitations set by the relevant managers. |
| What degree of guidance or advice is available when problems occur? | <p>Always available from the relevant Manager.</p> <p>Always available in written policies and procedures and the operations procedures manual.</p> <p>Always available from other managers.</p> |
| Where can solutions to problems be found? | Policies, procedures, established guidelines, operations procedures manual, managers. |