

Role Description

OFFICIAL



Government of
South Australia



human
services

Role title:	Classification:
Project Manager, Electronic Document and Records Management System	ASO7
Division/Business unit:	Reports to:
Finance and Business Services, Infrastructure	Manager, Business Services

Role purpose:

- The Project Manager, Electronic Document and Records Management System is a role within Finance and Business Services and is accountable to the Manager Business Services for:
- Planning and delivering a continuous improvement programme that supports business outcomes, including developing, optimising and managing the Department's EDRMS, and provision of business analysis, process modelling, workflow design and reporting for business units to improve information and document management.
- Leading significant and complex refinements, system integrations, upgrades and enhancements to the EDRMS.
- Leading DHS Records Management Team to ensure compliance with records management standards.

Key outcomes and accountabilities:

1. Plan and monitor workloads to maintain a high standard of services and service delivery.
2. Develop and lead staff by fostering a team environment through information sharing, identifying resources and support needs.
3. Manage resources and risks effectively through developing best practice and quality assurance systems, operational standards and implementing risk mitigation strategies.
4. Deliver business systems and processes that support operational requirements and meet legislative and contractual requirements.
5. Lead complex enterprise-wide projects including preparing project briefs, planning, researching information and developing project plans and monitoring, evaluating and reporting on project outcomes in accordance with the DHS Project Management Office methodology.
6. Establish timelines and provide regular reports, briefings and other relevant correspondence.
7. Work collaboratively to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and services.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Successful applicant will be required to hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role, prior to being employed.
- Out of hours work will be required.
- Intrastate travel will be required.
- **MANDATORY:** Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.

Key Relationships/Interactions:

- Manager, Business Services
- Directors and Senior Managers across DHS
- Staff of the Business Services Team
- Objective Corporation Limited employees
- Business Improvement and Technology Directorate staff
- State Records of South Australia

Budget/Delegations:

Level 4 financial authorisation and level 4 human resources delegation

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures to better establish relationships and improve services.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. Implement Projects and Programs - ability to plan, implement, monitor, assess and evaluate appropriate projects and programs in collaboration with key stakeholders.
2. Problem Solving - analyse complex information, conceptualise and framework issues and develop practical solutions.
3. Accountability and Decision Making - take responsibility for and is able to demonstrate justifiable reasons for actions and decisions. Make decisions within area of responsibility, evaluating all available information and take action in line with organisational policy and values.
4. Records and Information Management Knowledge Base - demonstrate knowledge of records and information management (e.g. specific legislation, technical knowledge, computer system, etc).
5. Management Experience - utilise management experience in monitoring resources and leading cultural and organisational change in a proactive manner.
8. Networking - develop and maintain productive working relationships with all levels of Government, agencies, client and community groups. Develop and lead partnering initiatives and involve clients and stakeholders in local initiatives.

Qualifications:

Not applicable

Key leadership competencies and expected behaviours at this classification:
Promotes strategic thinking and change

- ☐ Creates a shared vision and mission for the BU.
- ☒ Inspires and influences others to assume ownership BU goals.
- ☒ Leads teams in aligning their priorities within a broader organisational and political context.
- ☒ Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change.
- ☒ Identifies and analyses difficult and complex problems that have organisation-wide impact.

Achieves objectives

- ☒ Delivers results and improvements to meet BU objectives by translating ideas into concrete plans.
- ☐ Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs.
- ☒ Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous.
- ☒ Interprets and abides by the laws, regulations and policies determining BU activities.
- ☒ Takes accountability for team/BU success and manages others to achieve outcomes.
- ☒ Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement.
- ☐ Integrates technical expertise into the BU to achieve its objectives.

Leads business excellence

- ☒ Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives.
- ☒ Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met.
- ☒ Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching.
- ☒ Inspires innovation and ongoing learning, and plans strategically to meet BU goals.
- ☒ Drives outstanding customer service by enabling team members to anticipate client needs.
- ☒ Empowers others to use resources effectively.

Builds genuine partnerships

- ☒ Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals.
- ☒ Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions.
- ☐ Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion.
- ☒ Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels.
- ☐ Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders.
- ☐ Models inclusive behaviour and tailors communication style to meet the audience's needs.

Models personal drive and professionalism

- ☒ Maintains the highest level of integrity to embed ethical practice and organisation's values into the culture.
- ☒ Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.
- ☒ Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.
- ☒ Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.
- ☐ Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.
- ☐ Establishes expectations and models best practice wellbeing and safety behaviours.

Approval:

Assessed by: Susan Collins, HR Business Partner		Date: 09/05/2022
Approved by: Suzanne McKell, Director, Infrastructure		Date: 09/05/2022