

Position overview

Position title	Information Management & EDRMS Advisor
Business unit	People Safety and Governance
Remuneration type	Indoor EA Level 6
Reports to	Data and Analytics System Lead
Direct reports (role)	Nil
Locations(s) (Unitywater operates on Kabi Kabi, Jinibara and Turrbal country)	Northern Corporate Centre
Success profile	3.3 Technical Operations Role Success Profile
Delegation level	N/A

Position purpose

The EDRMS Advisor reports to the Data & Analytics System Lead and is responsible for the governance, administration, support, optimisation and continuous improvement of Unitywater's Electronic Document and Records Management System (EDRMS) and associated Information Management capabilities.

The role provides organisational leadership in records and information management practices, ensuring compliance with legislative, regulatory and policy obligations while maintaining the operational performance, security, availability and integrity of information management systems. The position acts as the subject matter expert for information governance, records management and EDRMS technology, supporting business operations, projects, organisational change and continuous improvement initiatives across Unitywater.

The role is responsible for establishing and maintaining information management frameworks, standards and practices while ensuring the effective operation of the EDRMS platform, enabling information assets to be managed as a strategic organisational resource and transformed into valuable business insights..

Position accountabilities

Key functions of the role include:

Information Management Leadership and Governance

- Establish, implement and continuously improve Unitywater's Information Management Framework, policies, procedures, standards and practices.
- Ensure information management practices support effective corporate governance and compliance with legislative, regulatory and organisational requirements.
- Maintain and govern the Business Classification Scheme, retention and disposal schedules, metadata standards and information management controls.

- Maintain information governance structures and provide advice regarding information ownership, stewardship and custodianship responsibilities.
- Provide leadership and specialist advice on records, information and knowledge management practices across Unitywater.
- Act as the information management subject matter expert for projects, system procurements, organisational change initiatives and business transformation programs.
- Monitor, assess and report on Unitywater's information management maturity, compliance and capability development opportunities.
- Maintain awareness of emerging trends, technologies and legislative changes relating to information and records management and recommend improvements where appropriate.

EDRMS Administration and System Management

- Provide technical expertise in the administration, configuration, maintenance and support of Unitywater's Electronic Document and Records Management System (EDRMS) and associated technologies.
- Ensure the reliability, availability, performance and security of the EDRMS platform and supporting third-party software products.
- Perform system administration activities including user provisioning, licence management, role-based access management, security administration and system configuration.
- Monitor system performance and work with vendors, managed service providers and technology teams to optimise system performance and functionality.
- Support the deployment of system upgrades, patches, releases and enhancements while minimising business disruption.
- Maintain detailed system documentation, configuration records, procedures and support materials.
- Manage and monitor information management system licences and undertake periodic user access reviews.

Operational Support and Continuous Improvement

- Act as the resolver group lead and subject matter expert for EDRMS-related incidents, service requests and problem management activities.
- Diagnose, troubleshoot and resolve system issues in collaboration with users, vendors and technical teams.
- Support the delivery of new functionality, enhancements and optimisation initiatives to improve user experience and business outcomes.
- Coordinate and participate in system testing activities including System Integration Testing (SIT), User Acceptance Testing (UAT), Regression Testing and Production Verification Testing (PVT).
- Develop and maintain the EDRMS roadmap in partnership with business stakeholders, technology teams and vendors.
- Identify opportunities for automation, process improvement and enhanced utilisation of information assets.

Compliance, Records Management and Information Security

- Exercise delegated powers and functions under the Public Records Act 2023, including responsibilities relating to the creation, management, preservation, retention, disposal, accessibility

and governance of public records in accordance with legislative requirements and Queensland State Archives standards.

- Implement and maintain information security controls to protect the confidentiality, integrity and availability of Objective and associated records.
- Act as the delegated Right to Information (RTI) Officer under the Right to Information Act 2009 (Qld) and the Information Privacy Act 2009 (Qld), making initial decisions regarding the release of documents within statutory timeframes.
- Manage the initial RTI application triage process, including applicant liaison, scope clarification, and assessing application validity.
- Coordinate comprehensive document searches across Unitywater business units and guide staff on search requirements.
- Work collaboratively with relevant business stakeholders to confirm triage assessment position, determine processing times, calculate fees, and issue Charges Estimate Notices in accordance with the Right to Information Regulation 2009.
- Support the legislative assessment process by preparing located documents for review and collaborating with authorised decision-makers to apply public interest tests and privacy exemptions.
- Draft and issue formal Notices of Decision, detailing schedules of relevant documents and reasons for redactions or refusals.
- Collaborate with the Privacy Officer to verify that the release of information complies with all privacy and confidentiality obligations.
- Assess released documents for wider public interest and manage the publication of suitable records to Unitywater's Disclosure Log.
- Manage the preservation, storage, retention, disposal and accessibility of records in all formats throughout their lifecycle.
- Coordinate the offsite storage, retrieval and secure destruction of records, including management of associated vendor relationships.
- Implement and maintain information security controls to protect the confidentiality, integrity and availability of information management systems and data.
- Participate in disaster recovery planning, testing and restoration activities for information management systems.

Stakeholder Engagement, Training and Capability Development

- Build strong relationships with business stakeholders to support effective information and records management practices.
- Develop and deliver information management, records management and EDRMS training programs, user guides and awareness initiatives.
- Provide expert advice, coaching and mentoring to users, business representatives and system champions.
- Facilitate communities of practice and promote a culture of effective information management across Unitywater.
- Support organisational change activities associated with information management systems and practices.

Vendor and Service Management

- Manage relationships with software vendors, managed service providers and records management suppliers.
- Coordinate vendor activities associated with support, maintenance, upgrades, security and continuous improvement initiatives.
- Monitor service performance and ensure vendor deliverables meet organisational requirements and service expectations.

Leadership and Team Contribution

- Provide coaching, mentoring and professional development support to team members and contribute to succession planning activities.
 - Support recruitment, onboarding and capability development initiatives where required.
 - Foster a culture of continuous improvement, accountability, collaboration and customer focus.
 - Contribute to the delivery of Unitywater's Strategic Plan and Technology Operations objectives.
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- Meet all HACCP (Hazard Analysis Critical Control Point).
 - Meet relevant ISO standard.
 - Support and role model the WH&S policies, procedures, and practices of Unitywater as amended from time to time.
 - Participate in Unitywater safety audits and inspections to demonstrate visible safety leadership and participation.
 - Such other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

Key relationships

Key working relationships internal and external to Unitywater are:

- Data & Analytics System team members
- Technology Operations team members
- Information Management Systems user groups
- External third-party vendors

Capability requirements

The requirements for the position are:

- Diploma or higher in Records or Information Management, or demonstrable work experience with all elements of the Information Management lifecycle.
- C Class Driver's License.

Within the context of the duties and accountabilities described above, the ideal applicant will be someone who has:

- Highly developed communication and interpersonal skills including the proven ability to effectively communicate and influence decisions with all levels of internal and external customers.
- Experience in creating, developing, and maintaining key information management tools, including Business Classification Schemes, Retention and Disposal Schedules, Strategic and Operational Record keeping plans and other tools as necessary.
- Experience with classification systems, records retention schedules, off-site storage management and automation of records Information Management Procedures and Electronic Information.
- Proven expertise in technology service availability, performance, and capacity, along with information security.
- Demonstrated ability to deal with confidential matters and privacy appropriately.
- Demonstrated ability to build strategic partnerships with Third Party Vendors.
- Ability to translate a customer experience need into system design and business requirements.
- Strategic and critical thinking skills and effective problem-solving ability.
- Program and project management skills enabling agile delivery of improvements will be highly regarded.

One Unitywater Behaviours

The One Unitywater Behaviours define how we work together at Unitywater. They guide our everyday interactions, influence how we make decisions, drive us to achieve our strategy and help us to create our One Unitywater culture together.

Create the Future is about seeking to learn through new ideas and innovations, planning strategically, adapting to challenges and steering Unitywater towards a sustainable future.

Care Together is about fostering a culture of safety, collaboration, and customer-focused service. It's about creating a workplace where people feel valued, work inclusively and deliver outstanding outcomes for our customers.

Own It is about taking responsibility for our actions, being transparent and accountable, and striving for excellence in everything we do. It's about demonstrating integrity, welcoming feedback and ensuring we follow through on commitments.