

# POSITION DESCRIPTION



**MAKING A  
DIFFERENCE SO  
SOUTH AUSTRALIA  
THRIVES**



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# Position Description

**Title: Records Manager**

## Purpose of the position

The Records Manager plays a critical role in ensuring the effective management, security, and accessibility of the South Australian Tourism Commission's (SATC) records, contracts and information assets.

This role is responsible for:

- developing, implementing, and maintaining records management frameworks, policies, and systems to support compliance with legislative and regulatory requirements; and
- managing and maintaining SATC's electronic contracts management system, ensuring timely and accurate entry of data from contracts entered by SATC.

This position focuses on empowering SATC personnel by providing guidance on best practices for records management, ensuring efficient document control, and modernizing records-related business processes.

The candidate will oversee the lifecycle of both physical and digital records, ensuring their integrity, confidentiality, accessibility, and proper disposal. Additionally, the role involves collaborating with internal stakeholders and third-party service providers to enhance records management capabilities, offering expert advice on information governance, and supporting ICT teams in integrating records management solutions with existing business systems.

Position Title:	Reports to:	Position Classification:
Title Records Manager	Title Director, Technology, Information, Risk and Security	Classification level: AS06 Non-Executive Contract
Group / Unit:	Location:	Direct reports:
Technology, Information, Risk and Security	Level 9, SA Water House, 250 Victoria Square	NIL

## Our Values



### GO BOLDLY

We thrive on taking risks and enjoy stepping outside our comfort zone.

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### DIG DEEPER

We never settle for simply scratching the surface. We're hungry for knowledge, fresh ideas and innovations.

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### CAN DO

We believe there's nothing we can't do as a team.

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### SHARE THE LOVE

We have a passion for excellence and exceeding expectations.

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## Essential Criteria

### QUALIFICATIONS

- Extensive experience (5+ years) as a Records and or Information Manager, with a proven track record of successfully implementing and managing records management frameworks, policies, and systems.
- Comprehensive knowledge of the State Records Act 1997 (SA) and its application within a government or corporate environment.

### SKILLS, EXPERIENCE AND KNOWLEDGE

- As the Records Manager, your role requires expertise in records and information management, with a strong understanding of legislative and regulatory requirements, particularly the State Records Act 1997 (SA).
- You will be responsible for ensuring compliance with records management policies, implementing best practices for document control, and overseeing the entire records lifecycle, from creation to disposal or archiving.
- Additionally, this role involves leading day-to-day records management operations, providing expert advice on recordkeeping requirements, collaborating with internal stakeholders and external service providers, and ensuring the secure and efficient management of both physical and digital records.
- In respect of the contract administration element of the role, you will be required to utilise strong analytical skills to review and analyse contract terms so that the SATC contract management system represents a confident source of truth for the organisation's legal documents.
- You will be required to ensure contract managers appropriately maintain contract records and documentation and provide reporting and analysis on key metrics as requested.

## Desirable Criteria

### QUALIFICATIONS

- Certificate or Diploma in Recordkeeping, covering foundational and advanced records management practices is preferred.
- Diploma of Business (Records and Information Management)– Advanced qualification focusing on business recordkeeping, compliance, and governance.
- SA Government Records Management Training – Training provided by State Records of South Australia (SRSA) to ensure compliance with the State Records Act 1997 (SA).
- Other contract, procurement or commercial management professional qualification will be looked upon favourably but is not mandatory.

## **SKILLS, EXPERIENCE AND KNOWLEDGE**

### **Records/Information Management**

- Developing and maintaining records management frameworks, policies, and procedures to ensure compliance with the State Records Act 1997 (SA) and other relevant legislation.
- Managing the lifecycle of records, ensuring proper classification, retention, and disposal in accordance with regulatory and organisational requirements.
- Providing expert advice on records management practices
- Ensuring accessibility and security of records while maintaining confidentiality and integrity.
- Conducting records audits and risk assessments to identify gaps and recommend process improvements.
- Delivering training and guidance to staff on best practices in records management, document handling, and compliance requirements.
- Managing relationships with third-party vendors to ensure efficient and effective records storage, retrieval, and disposal services.
- Extensive experience in information, records, and archival management, preferably in State Government.

### **Contract Registration**

- A key aspect of this role involves overseeing the registration and management of contracts within the contract and procurement management system.
- Ensuring all contracts are accurately registered and classified in compliance with organisational policies and legal requirements.
- Managing contract metadata to facilitate easy retrieval and reporting.
- Monitoring contract lifecycles, including renewal and expiry dates, to ensure timely action.
- Collaborating with procurement and legal teams to ensure contracts are stored securely and remain accessible to relevant stakeholders.
- Conducting audits and reviews of contract records to maintain accuracy, integrity, and compliance.
- Provide monthly and ad hoc reports on contract status and other relevant metrics as requested
- Ensuring contract managers are receiving expiry notifications and complete the contract closure process upon expiration.
- Business partner to legal and procurement. Liaison with the Director, Legal and Procurement and receiving feedback is critical to the contract registration process.

<b>Competencies</b>	
<b>SOFT SKILLS</b>	Effective communication and leadership.
<b>ATTENTION TO DETAIL</b>	High attention to detail to ensure minimal errors or discrepancies in contract registration documentation and metadata.
<b>PROBLEM-SOLVING</b>	Addressing contract disputes, delays, or non-compliance issues efficiently.
<b>TECHNICAL</b>	Identifying potential risks in contracts and developing strategies to mitigate or escalate them.
<b>TIME MANAGEMENT</b>	Highly organised and efficient, employing effective tools and systems to prioritise tasks, track deliverables, and meet critical deadlines. Demonstrates an ability to balance multiple priorities without compromising quality or outcomes.
<b>CONTINUOUS IMPROVEMENT</b>	Continuously seeks (or encourages others to seek) opportunities for different and innovative approaches to address organisational problems and opportunities.
<b>INITIATIVE</b>	Consistently takes decisive action to achieve objectives beyond expectations. A self-starter with a strong drive to succeed, demonstrating urgency and high energy to meet and exceed deliverables. Anticipates challenges and implements proactive solutions.
<b>STRATEGIC THINKING</b>	Demonstrates a broad-based view of issues, events and activities and a perception of their longer-term impact or wider implications

## Key Responsibilities

### RECORDS/INFORMATION MANAGEMENT

- Ensuring all records management policies, procedures, and practices comply with the State Records Act 1997 (SA) and other relevant legislative and regulatory requirements.
- Review Disposal Schedules for both Records and General systems.

### PERFORMANCE MEASURES

- Successful completion of records audits and compliance reviews, with minimal or no non-compliance findings.
- Timely and accurate classification, retention, and disposal of records in line with established guidelines.
- Reduction in misplaced, lost, or misfiled records through improved records management practices.
- Develop and maintain the information management systems, policies, and procedures for both physical and digital records.
- Advance the digitisation and mapping of archival records to improve accessibility and protect historical documents.
- Ensure compliance with information security and privacy policies.

### CONTRACT REGISTRATION AND MANAGEMENT

- Accurate and up-to-date registration of all contracts, ensuring accessibility and compliance with retention schedules.
- Monitoring and tracking contract lifecycles to ensure timely renewals, reviews, and disposals.

### PERFORMANCE MEASURES

- Annual delivery of records management training and awareness programs to SATC staff.
- High levels of user adoption and compliance with records management procedures across departments.
- Positive feedback from internal stakeholders on the support and guidance provided.
- Issue Resolution Time – Average time taken to address and correct quality issues in contracts.

### ORGANISATIONAL CONTRIBUTION / SAFETY AWARENESS

- Adhere to SATC policy and procedures on all matters relating to health and safety.
- Ensure that SATC vehicles are maintained in accordance with SATC Motor Vehicle Policy, attend driver training, and drive according to the law and prevailing conditions.
- Follow the principles of a sustainable working environment by following organisational greening initiatives

### PERFORMANCE MEASURES

- 100% commitment to Work Health and Safety (WH&S).
- 100% attendance in relevant WH&S training.
- Ensure knowledge and appropriate application of WH&S procedures and policies.

## Special Conditions

- The appointment will be subject to a 6 month probation period. Continuation of the contract is conditional upon the achievement of performance objectives and the allocation of sufficient funding.
- The incumbent will be required to undertake an annual performance agreement with their direct manager, using the SATC's Performance Development process.
- Take personal responsibility for understanding and complying with the South Australian Tourism Commission policies on WHS, equal employment opportunity and public administration.
- The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with the State Records Act 1997.
- It is the policy of the Commission that staff can be reassigned to other positions or roles consistent with their classification level to meet changing work demands and/or their personal development needs.
- The incumbent may be required to undertake a relevant national police check or employment screening check
- Class C Drivers Licence and willingness to drive
- Out of hours work, intrastate and interstate travel may be required.



# Position Description

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## Purpose of the position

The Records Manager plays a vital role in ensuring the effective management, security, and accessibility of the South Australian Tourism Commission's (SATC) records, contracts, and information assets. This position is responsible for developing, implementing, and maintaining records management frameworks, policies, and systems to ensure compliance with legislative and regulatory requirements. Additionally, the Records Manager oversees SATC's electronic contracts management system, ensuring the timely and accurate entry of contract data.

This role is dedicated to empowering SATC personnel by providing expert guidance on records management best practices, streamlining document control for records and contracts, and modernising information-related business processes. The Records Manager will oversee the full lifecycle of both physical and digital records, ensuring their integrity, confidentiality, accessibility, and proper disposal.

In addition to records management, this position plays a key role in contract management and registration, ensuring accurate documentation, compliance, and accessibility throughout the contract lifecycle. The role also involves collaborating with internal stakeholders and external service providers to enhance records and contract management capabilities, advising on information governance, and supporting ICT teams in integrating records and contract management solutions with existing business systems.

Executive Manager

**Stephanie Rozokos**  
Chief Operating Officer  
Corporate Services

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Signed

\_\_\_\_\_  
Date

Line Manager

**Monica Nemeth**  
Director, Technology,  
Information, Risk and Security  
Corporate Services

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Signed

\_\_\_\_\_  
Date

Incumbent

**Name**  
Title  
Group

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date