

Position Description



Position: Information Management Lead
Classification Code: ASO8
Division: Information Services

POSITION DESCRIPTION

Summary of Role:

The Information Management Lead provides strategic and operational leadership for Legal Services' records and information management function. The role sets and delivers the strategy and roadmap to transition the organisation to a modern, digital-enabled information capability that supports the secure, accessible, compliant and effective management of information across its lifecycle.

The Information Management Lead will lead and manage the Records Management team through this transformation by building capability, supporting effective change adoption and embedding new systems, practices and ways of working while maintaining reliable day-to-day services.

Reports to: Chief Information Officer
Direct Reports: Team Leader, Information Management

Special Conditions:

The employee:

- may be required to undertake some out of hours work.
- may be required to undertake some intra/interstate travel.
- may be required to work at any Legal Services office as required.
- will undergo periodic National Police Clearances and DHS Working with Children Checks.
- is required to comply with the standards outlined in the Code of Ethics for the South Australian Public Sector, relevant legislation, and Legal Services policies and procedures.
- is required to maintain strict confidentiality in accordance with Section 31A of the *Legal Services Commission Act 1977*.
- is required to participate in performance reviews and development programs.
- is required to attend mandatory in-house training and Mandatory Continuing Professional Development.

Key Responsibilities and Duties:

Leadership and Management

- Provide strategic and operational leadership to the Records Management team, setting clear priorities and performance expectations and ensuring the delivery of high-quality, efficient and compliant services that comply with Legal Services policies, guidelines and

practice management standards and are in accordance with Legal Services values and strategic plan.

- Lead the Records Management team through organisational and digital transformation initiatives, building workforce capability, fostering continuous improvement, communicating change effectively and ensuring the successful adoption of new systems, processes and ways of working.
- Provide ongoing support to the team members by promoting a culture that prioritises their physical, mental and emotional wellbeing and fostering a positive, inclusive and collaborative work environment.
- Establish a data-driven approach to reporting and service delivery, using performance measures to assess efficiency and productivity, identify improvement opportunities and monitor the impact of implemented changes.

Information Management

- Provide strategic direction, advice and leadership on records management, information lifecycle management, digital information management and compliance with relevant legislative and regulatory obligations.
- Lead the management of the governance framework, policies, standards, procedures and controls required for compliant and effective management of information and record keeping across its lifecycle.
- Provide ownership of the EDRMS and associated information management systems, including governance, business requirements, and provide expert advice on the configuration, integration, enhancement planning and user adoption of new capabilities.
- Lead the transition from fragmented, manual and paper-based recordkeeping practices to consistent digital records management, ensuring digitisation, migration, remediation and disposal activities comply with GDS21 and the State Records Act.
- Work with the Digital Transformation Lead to ensure effective governance for the digital modernisation program, including clear plans, milestones, risks, dependencies, benefits and reporting to relevant decision-makers.
- Communicate the records and information management strategy across Legal Services, building understanding and commitment to required changes and supporting the adoption of compliant records management practices, systems and ways of working.
- Embed research, analysis and evaluation of emerging records and information management practices, technologies and regulatory requirements into the digital modernisation program to ensure its design and delivery remain contemporary, compliant and fit for purpose.
- Develop and deliver training, guidance and resources that build organisational capability, support the adoption of modern digital recordkeeping practices, and ensure compliance with State Records requirements.
- Manage the operational performance of the Records Management function, including resource planning, workload prioritisation, service levels, performance monitoring and achievement of strategic outcomes.

General

- Communicate effectively and respectfully with people from diverse socioeconomic, cultural and professional backgrounds.
- Comply with Legal Services' requirements for the recording of client documentation, statistical data and other reporting procedures, and maintain good record file management and comply with professional ethics and standards.

- Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are adhered in accordance with all WHS legislation, policies and procedures within the workplace.
- Embrace and encourage diversity and cultural differences in the workplace by modelling respectful behaviour in the workplace.
- Promote and maintain a commitment to cultural competence and an inclusive workplace in support of First Nations people and other underrepresented groups.
- Act in accordance with the Appropriate Workplace Behaviours Procedure at all times.
- Consistently influence others to achieve objectives, especially in times of change and difficult situations.
- Anticipating the drivers and obstacles to change and identify ways to build on or decrease their impact.
- Work within the legislative requirements of the *Legal Services Commission Act 1977*, *Fair Work Act 1994*, *Work Health and Safety Act 2012*, *Equal Opportunity Act 1984*, *Return to Work Act 2014 (SA)*, *Independent Commissioner Against Corruption Act 2012 (SA)*, *Public Interest Disclosure Act 2018* and other relevant Acts and Regulations.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

Educational/Vocational Qualifications:

- Not applicable.

Personal Abilities/Aptitudes/Skills:

- Demonstrated ability to lead, motivate and create cohesive work teams, effectively delegate and apply effective leadership principles.
- Ability to lead the design and delivery of organisation-wide records and information management services and records modernisation initiatives.
- Demonstrated ability to work effectively, under limited direction, either independently or within a team to build positive working relationships with a wide range of internal and external key stakeholders.
- Strategic and analytical thinking, with the ability to evaluate complex issues, identify risks and opportunities, and exercise sound judgement.
- Demonstrated ability to communicate effectively, succinctly, and accurately, in writing and verbally, to people at all levels in a professional manner.
- Ability to translate strategy into prioritised plans, establish clear outcomes and measures, and deliver initiatives within agreed timeframes.

Experience:

- Leadership of specialist records or information management teams, including workforce development, mentoring, managing and supporting staff through significant organisational and technological change with a strong emphasis on fostering teamwork and cooperation.
- Experience developing and delivering records and information management strategies, policies, frameworks and modernisation initiatives.
- Substantial experience in records and information management, including digital recordkeeping, information lifecycle management and management of an EDRMS.
- Proven experience in overseeing change management in a complex business environment.

- Demonstrated understanding and ability to identify, interpret and mitigate risks through the implementation of appropriate controls.
- Implementing solutions including system configuration, user acceptance testing and managing changes in business processes and culture.
- High-level digital capability, including enterprise records and information management systems, reporting tools and collaboration platforms.

Knowledge:

- Demonstrated knowledge of the State Records Act, Records Management Frameworks and best practice records management.
- Expert working knowledge; of records management processes and procedures within the South Australian Public Sector.
- Sound knowledge of the principles of staff management/leadership techniques.
- An understanding of Workplace Health and Safety and Equal Opportunity principles.

DESIRABLE REQUIREMENTS

- Appropriate tertiary qualification in records or information management or relevant business areas.

Position Description Approval

Approved by:

Signed by:

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Delegate

01 October 2026

Date