

Aqwest Position Description

Position Title	Corporate Information Officer
Job Level	5
Business Area	Customer Engagement & Administration
Department	Business Services
Industrial Instrument	Aqwest Enterprise Agreement 2022
Responsible to	Customer Engagement & Administration Coordinator
Supervision of	Nil
Primary Location	Water Services Centre, 2 Hayes Street, East Bunbury 6230

Vision

To be an independent, viable, and competitive water utility in the Western Australian water industry.

Values

 Accountability	 Integrity	 Respect	 Transparency
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Position Overview

To oversee Aqwest's corporate information management strategies, including privacy and information governance, document control and records management. To ensure compliance with relevant legislation requirements.

Corporate Responsibilities

Workplace Health & Safety	The employee shall take reasonable care: a) To ensure his or her own safety and health at work; and b) To avoid adversely affecting the safety and health of any other person through any act or omission at work. The employee shall: a) Comply with all Aqwest policies and procedures; and b) Wear and maintain in suitable condition all personal protective clothing and equipment provided by Aqwest.
Ethical Behaviours	All employees are responsible for adhering to Aqwest's Code of Conduct and the policies and procedures. Participate in activities relevant to the control of fraud and corruption.
Risk Management	Identify and report risks and incidents inherent to duties (or otherwise discovered), utilise risk control measures provided for these risks and suggest improvements in risk control methods.
Records Compliance Statement	Aqwest staff are legally obliged to follow Aqwest's procedures in accordance with Aqwest's Record Keeping Plan and the State Records Act 2000.

Financial Management Compliance	The employee must incur or certify within budget and purchasing authority limits in accordance with Aqwest Policies and Financial Management Procedures. i.e. issuing of orders for various items up to agreed levels in relation to the objectives of the position and the projects for which the position is responsible.
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Key Responsibilities

Information Management

- Develop and maintain an organisation-wide information management strategy for capturing, organising and developing information, knowledge and user stories from employees, customers and external stakeholders
- Implement and monitor compliance with information management practices ensuring governance activities meet desired standards and legislative requirements e.g. Information Management Framework and Privacy and Responsible Information Sharing (PRIS) Act
- Ensure compliance with relevant legislation including State Records Act
- Maintain Aqwest's Record Keeping Plan in accordance with State Records Commission requirements
- Develop and maintain information management policy, procedures, guidelines and systems
- Ensure accessibility to corporate information is maintained with appropriate controls and user access
- Lead the creation of a knowledge management culture within the organisation
- Embed knowledge management across business units and develop strategic knowledge management capabilities
- Provide advice, information, training, processes and technical support to staff
- Ensure consistent and appropriate classification of information as required
- Ensure there are business continuity arrangements in place for information, including identifying and protecting vital records of information
- Manage governance for incoming contact e.g. mail, email, website contact
- Ensure the privacy of customer data, effective data asset management and adherence to relevant laws and policies
- Ensure compliance and enhance information flow for the organisation
- Manage and complete records management procedures including destruction and archive process, reviewing Records Management Disaster Plan, managing correspondence, maintenance of all hard copy and electronic records, updating retention schedules.
- Project management including implementation of new or changes to legislation, system upgrades, integration etc.
- Coordinate all Freedom of Information requests including reviewing and maintaining Aqwest's Information Statement

Document Control

- Develop and implement document control procedures, including training and oversight
- Assist in the development and maintenance of controlled documents, including forms – ensuring alignment with document control procedures and classification protocols
- Provide training and support to staff

The duties contained in this Position Description are to be used as a guide for the position.

Qualifications/Certificates/Licences

- C Class Driver's Licence
- Formal records/information management training or demonstrated experience

Selection Criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capability to transfer their knowledge and skills to achieving the outcomes of this position.

Essential

1. Demonstrated attention to detail and commitment to confidentiality
2. Demonstrated organisation and time management skills
3. Well-developed verbal and written communication and interpersonal skills
4. Demonstrated skills and experience in information management and document control

Desirable

1. Previous experience within the utilities and/or government sectors or a compliance-based organisation

Revision History

Version	Date Released	Description of Changes	Author	Authorised by
1.0	April 2025	New Position Description	CEAC	A/GMBS
2.0	October 2025	Reviewed and Content updated	CEAC	GMBS