



Position Description – Records Assistant

This position reports to: **Information Manager**

Career Level: 10

Position purpose:

As a member of the Information Management Team the Records Assistant will be responsible and accountable for ensuring accurate, consistent, and timely management of electronic and physical records.

This role provides essential records processing capacity, SharePoint expertise, maintaining orderly records systems that enable reliable retrieval and protect the integrity of Council's regulatory, governance, and service delivery functions. By owning routine records management activities, this role enables specialist and leadership staff to focus on higher value, strategic work.

The key areas of responsibility include;

Records Management & Processing	• Manage the day-to-day processing and maintenance of Council's electronic and archived physical records. • File records accurately and consistently in accordance with Council's classification schemes, retention schedules, and procedures. • Apply established standards for record naming, indexing, and storage to ensure consistency across Council systems. • Identify and address minor errors or gaps in record information as part of routine processing.
Records System Organisation & Retrieval	• Maintain well-organised records systems that support fast, reliable retrieval by other staff. • Respond to internal record retrieval requests in a timely and accurate manner. • Ensure records are tracked, stored, and archived appropriately throughout their lifecycle. • Provide SharePoint support and expertise
Compliance Support	• Support Council's compliance with information management and recordkeeping requirements by following approved policies and procedures. • Ensure records are handled in a way that supports downstream requirements such as LIM production, consents processing, compliance activity, and governance reporting. • Escalate issues or uncertainties to the Lead or specialist staff when required.
Operational Support & Capacity Relief	• Undertake routine records management tasks to relieve the Lead and specialist roles of transactional workload. • Contribute to reducing filing backlogs and preventing accumulation of unmanaged records. • Support smooth day-to-day operations through reliable, consistent records processing.

Continuous Improvement & Team Support

- Identify opportunities to improve the efficiency and clarity of routine records processes.
- Contribute practical feedback to help refine procedures, templates, and work instructions.
- Work collaboratively with information management and business teams to support good recordkeeping practices.

Direct reports: Nil

Indirect reports: Nil

Deliverables

Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required
- Stay up to date with legislation and practices as appropriate to role
- Understand the intent/ethos of local government and the services provided by other parts of the Council
- Stay informed of organisational activities and decisions through being attentive to communications
- Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently
- Report on progress to plan, and against own KPIs
- Take an active role in own goal setting, learning and development
- Correctly and appropriately use technology as required for role, including new technologies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Comply with all legislation and Council policies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Set a positive example for punctuality, attendance and work ethic

People & Culture

- Act in ways that align with and promote Council values
- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

Be a good
human

Be brave – think
differently

Better
together

Make it happen
for Selwyn

 **Selwyn**
DISTRICT COUNCIL

**Emergency
Management
requirements for all
Council Staff**

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.
Required assistance may include:
- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
- Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

Essential	Desirable
• Proven experience (2+years) in administrative or records related roles • Strong organisational and time management skills • High level of accuracy and attention to detail • Ability to follow instructions and escalate issues appropriately • Reliability and consistency in completing routine processing tasks • Basic digital literacy and confidence using standard office systems	• Experience working in a local/central government environment

Key relationships

External	Internal	Committees/groups
Council customers	Chief Executive	Committees of Council
Selwyn residents	Executive Leadership Team	Business organisations and networks
External contractors	Council staff	Special interest groups and committees
Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC)	Mayor	
Non-government agencies	Elected Councillors	
	Elected Community Board Members	

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

Education, Qualifications, Memberships

Essential	Desirable
Relevant tertiary qualification in Records and Information Management, Business Administration or Office Administration	Tertiary qualification in HR/OD or equivalent

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.