Job Description Form

Freedom of Information Coordinator

Position Number:	101872	Portfolio:	Strategy and Performance
Classification:	Level 5	Reports to:	Manager Freedom of Information, L7
Location:	Joondalup	Direct Reports:	2 FTE

Description

This role coordinates the delivery of Freedom of Information (FOI) services to ensure the department meets its statutory obligations under the Freedom of Information Act 1992 and maintains public confidence in its information access and release processes. The role manages complex and high-risk FOI matters, provides guidance and support to Freedom of Information Officers, and monitors workflow to ensure requests are progressed in accordance with legislative requirements, departmental standards and statutory timeframes. Through stakeholder engagement, capability development and continuous improvement activities, the role contributes to the effective, consistent and compliant delivery of Freedom of Information services across the department.

Responsibilities

In context of above description, the role:

- Coordinates the delivery of Freedom of Information services, monitoring workflow, priorities and performance to ensure requests and information release activities are managed in accordance with legislative requirements, departmental standards and statutory timeframes.
- Provides guidance, support and day-to-day coordination to Freedom of Information Officers, contributing to capability development, performance planning and the achievement of team outcomes.
- Manages and progresses complex Freedom of Information applications and information release matters, applying legislative, policy and procedural requirements and supporting informed decision-making.
- Reviews and quality assures Freedom of Information assessments, draft decisions and information release documentation to ensure consistency, accuracy and compliance with legislative obligations.
- Builds and maintains productive working relationships with decision-makers, applicants, third parties and other stakeholders to facilitate the timely resolution of issues and achievement of outcomes.
- Identifies emerging issues, risks and complex matters, implementing appropriate actions and escalating matters where required to support effective service delivery and governance.
- Maintains accurate records and information management practices, ensuring the appropriate handling of confidential and sensitive information in accordance with legislative and organisational requirements.
- Provides advice, guidance and knowledge sharing to build organisational understanding of Freedom of Information obligations, and contributes to training, education and continuous improvement initiatives across the Department.

- Contributes to the review and improvement of systems, processes, procedures and practices to enhance the efficiency, consistency and quality of Freedom of Information services.
- Applies legislation, policies, procedures and governance requirements, and contributes to a safe, respectful and inclusive workplace.
- Undertakes additional duties as required within the skills and scope of the position capabilities and departmental needs.

Our people, our leaders, our values

At DWER, every employee is a leader. To support this, we have established clear Leadership Expectations. For this role, you will be Leading Others. Demonstrating the expected behaviours is crucial and aligned with the role's requirements.

Our culture is shaped by our values. All employees are expected to uphold equity, diversity and inclusion, work health and safety, and ethical principles in all aspects of their work. This includes demonstrating cultural responsiveness by valuing diverse perspectives and contributing to culturally safe, inclusive, and trusted services – particularly for Aboriginal people and communities.



Work related requirements

Read these requirements in context of the above contents.

1. You have demonstrated experience applying the Freedom of Information Act 1992 and related information access and release processes to manage complex or high-risk matters, identify legislative and procedural issues, and support compliant, timely and defensible outcomes. (You think through complexity).
2. You provide leadership, guidance and support to team members, contributing to capability development, performance outcomes and the achievement of team objectives. (You build capability).
3. You apply information and records management principles and practices to ensure appropriate recordkeeping, information protection and compliance with legislative and organisational requirements. (You embody the spirit of public service).
4. You communicate effectively, both verbally and in writing, and build productive relationships with internal and external stakeholders to provide advice, negotiate outcomes and support the effective management of Freedom of Information matters. (You lead collectively).
5. You analyse and interpret complex information, identify emerging legislative, privacy and information risks, apply sound judgement and implement or recommend appropriate actions to support effective decision-making and service delivery outcomes. (You think through complexity).
6. You organise, monitor and coordinate competing priorities and workflow activities to ensure statutory timeframes, service standards and team objectives are achieved. (You deliver on high leverage areas).

Special requirements

- The department will conduct a national police check before offering employment.