

Role Description

Project Officer



State Records NSW

Department/Agency	State Records NSW
Division/Branch/Unit	State Records NSW
Role number	Various
Classification/Grade/Band	Archivist Grade 3
Senior executive work level standards	Not Applicable
OSCA Code	224211
PCAT Code	1115283
Date of Approval	30 September 2026
Agency Website	http://staterecords.nsw.gov.au

Agency overview

State Records Authority NSW (State Records NSW), is a statutory body established under the *State Records Act 1998*, which was established on 31 December 2022 as the successor agency to the State Archives and Records Authority of NSW. Its vision is to support transparent and accountable government by being an expert, best practice regulator.

State Records NSW assists public offices to meet their recordkeeping obligations under the State Records Act. It is led by an Executive Director.

State Records NSW provides oversight of recordkeeping across the NSW public sector. We support effective and efficient recordkeeping by setting standards, promoting good practice, monitoring recordkeeping practice and compliance, and providing guidance, advice and resources.

Primary purpose of the role

Undertake projects and programs of work to regulate, guide and influence official recordkeeping and information and records management across the NSW public sector.

Key accountabilities

- Contribute to the development and implementation of whole of government policies, standards and practice guidance to promote the continual improvement of government recordkeeping and compliance with the Act.
- Research and analyse records and information management trends and practices, policies, programs and emerging issues to recommend and inform policy initiatives and advice.
- Provide expert guidance, advice and other services to NSW public sector organisations on information and records management policy and governance, recordkeeping issues and strategic approaches to key information and records risks.
- Monitor and report on the implementation and compliance by public offices across the NSW Government with policies, standards and guidelines, and identify areas for improvement and corrective or other action to promote best practice and compliance.
- Provide input to the design and implementation of a program of education and communications to develop and enhance skills and knowledge in recordkeeping across the sector.



- Undertake projects, deliverables and other tasks to agreed standards and timeframes.
- Communicate with key stakeholders and coordinate working groups, committees and consultations to facilitate exchange of information and support project completion in line with project plans.

Key challenges

- Responding to policy issues relating to information and records management and providing advice across a vast range of diverse public sector organisations which operate in various business and information environments.
- Providing effective guidance to assist organisations with records creation, management, retention and disposal and other processes in an environment of significant structural changes and with a wide range of business models operating across the sectors covered by the State Records Act.
- Maintaining knowledge of digital recordkeeping issues, best practice in information and records management governance /strategies, and emerging information risks in an environment of rapidly changing technology and where new models for information and records management are continually evolving to be able to provide advice and support as required.

Key relationships

Internal

Who	Why
Manager, Policy and Advice	• Receive direction and guidance on projects/priorities. • Manage the flow of information, seek clarification, escalate sensitive issues and propose solutions.
Senior Advisor, State Records NSW	• Receive direction and guidance on projects/priorities; consult / liaise on emerging issues or matters, provide informed advice; participate in discussions and decisions on priorities and issues; escalate issues and propose solution.
Other team members	• Work collaboratively on projects; exchange information and expertise.
Museums of History NSW Collections Division	• Liaise regarding implementation of disposal policies and appropriate disposal coverage for records, estray management and co-ordinated contact with agencies. Liaison on compliance issues such as records disaster recovery and records conservation issues in NSW public sector organisations.

External

Who	Why
Agency representatives across the NSW public sector	• Provide sound and reliable advice; manage expectations, resolve and provide solutions to issues. • Liaise and negotiate with nominated senior officers, records and information staff, ICT staff and others on outcomes and timeframes.
Representatives from other archival and records authorities and other professional networks	• Liaise and collaborate on projects as appropriate. • Foster knowledge sharing and collaboration.

Role dimensions

Decision making

This role:

- Makes authoritative recommendations in relation to for the delivery of projects and work assigned.
- Deals independently with a range of professional and operational decisions, referring to the Senior Advisor for decisions where there may be wider implications.
- Provides advice and recommendations to the Senior Advisor or the Manager, Policy and Advice, State Records NSW on emerging trends and developments in records and information management, digital recordkeeping and information risks.
- Escalates decisions that require significant change to policy, projects or programs of work; are likely to escalate or create substantial or contentious precedent.

Reporting line

This role reports to the Senior Advisor, State Records NSW.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Possession of qualifications acceptable for professional membership of the Australian Society of Archivists (ASA) or other combination of qualifications and experience deemed by the agency head or Public Service Commission to be equivalent, that meet the minimum standards inherent in the ASA standard..

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	• Represent your organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Report misconduct and inappropriate behaviour • Report and manage conflicts of interest and encourage others to do so	Intermediate
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making • Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Pay attention and encourage others to express their views	Adept
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to share and debate ideas to help reach a consensus • Recognise diverse perspectives and the need for compromise when negotiating mutually agreed outcomes • Influence others with a fair and thoughtful approach and sound arguments • Be sensitive and show understanding when resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	Adept
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships • Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		- Think creatively to come up with new ideas to resolve issues and improve customer experience - Seek input and ideas from people with different backgrounds and experiences - Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness - Identify and share business process improvements to enhance effectiveness - Analyse data and information to identify insights and communicate findings in a clear and meaningful way	
 Business Enablers	Project Management Understand and use effective ways to plan, coordinate and control projects	- Research and analyse data at a basic level to inform and support the achievement of project deliverables - Contribute to developing project documents and resource estimates - Contribute to reviews of progress, outcomes and future improvements - Identify when projects differ from their plans and tell your supervisor	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes, however, may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
 Personal Attributes	Manage Self	Be persistent, self-reflect and commit to learning	Adept

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational

Capability group/sets	Capability name	Description	Level
 Business Enablers	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Adept
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate