

Records Management Support Officer

Date created: November 2021

Grade: 7

JE ID: Pos_15926

About the Job

As part of the County Council's Information Management Service, this postholder will work under the direction of the Corporate & Digital Records Manager and the IMS Team Manager – Records to provide high quality support to the Records Team. This role is key in helping ensure the Council manages information and records in compliance with good practice and legislation.

This is what we need you to do

- Act as the first point of contact for the Records Management Team.
- Engage in and promote digital ways of working within the council.
- Have a working understanding of the application of information management and information governance regulations relevant in a local government context, including the Freedom of Information and Data Protection Acts, and to be able to apply these when dealing with enquiries.
- Follow guidance and procedures to appraise and arrange unstructured data to develop and implement file management structures and policies. This cover both electronic and physical records and includes analytical work.
- Ensure that corporate and legislative standards for the management of information are met when assisting with the design and implementation of new systems and functionality.
- Follow up agreed actions and chase progress of tasks, work schedules and objectives.
- Produce and present reports to assist in monitoring and evaluating progress.
- Manage project staff; carrying out staff performance and appraisal processes and encouraging staff development through proactive problem-solving and ownership of work.
- Deliver any commissioned file indexing/destruction projects on target and within budget.
- Apply project management techniques to support the development of work plans and their implementation.
- Promote the Records Team's services across the council, develop and maintain good working relationships with customers. Engage stakeholders at all levels with the work and requirements of the service providing advice and guidance as necessary.
- Assist in development of Records Management Network in relation to key messages and training.
- Undertake any other duties appropriate to the grade, as requested by the services' managers.

Special Conditions

- Working at height and using ladders in strongrooms. An ability to lift and carry 10kg weights on a regular basis and use access equipment for shelving up to 3 meters from ground level will be required.
- Lifting and transport of boxes around the building and at off site stores.
- Leave is to be arranged in conjunction with colleagues in the Information Management Service to ensure adequate cover at all times.
- May occasionally be required to work outside office normal hours.
- Must have the ability to travel throughout the County.
- Agile working, including working from home or other office-based locations may be necessary.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience of

- Working in information and records management and/or information governance and/or information compliance
- Applying project management tools and techniques
- Working with senior stakeholders (including politicians) within a Council or similar setting
- Providing support and advice
- Using spreadsheets, information management and database systems
- Work planning (developing a set of actions in order to meet a desired outcome)
- Writing and presenting reports, procedures and guidance
- Keeping records of meetings and actions agreed
- Working with electronic records
- Managing a team, overseeing day to day work to ensure a quality productive service whilst also maintaining team morale

Knowledge, Skills and Understanding

- Good general knowledge of records management and/or information governance and/or information compliance issues
- Excellent IT skills and good understanding of databases
- Broad understanding of the role of local government and of Council services and local government records
- Excellent written and verbal communications skills
- Ability to interpret legislation
- Ability to complete investigations, detailed searches and resolve issues
- Creativity and problem-solving

Behavioural attributes

- Able to maintain focus on the task in hand and drive issues forward
- Flexible, enthusiastic and self-motivated
- Able to build effective relationships, including with senior managers
- Ability to work on own initiative, under pressure and without direct supervision in order to meet deadlines
- Able to balance competing demands effectively
- Contributes positively to organisational change
- Committed to working as part of a team
- Customer focused
- Organised and methodical approach to tasks
- Diplomatic but persuasive
- Enthusiastic about learning new approaches and skills
- Proven experience of meeting deadlines successfully
- Ability to grasp and understand complex issues

Education & Qualifications

Essential

- GCSE Maths and English A-C or equivalent
- A Level passes or equivalent by experience
- Ability to handle and correctly arrange alpha-numerical sequences
- Relevant experience in records management or of implementing SharePoint or other EDRM
- A first degree or equivalent
- Experience of using SharePoint or O365

- Understanding of Data Protection issues