

JOB DESCRIPTION

Post Title: Records Manager	Service: Information Services	Office Use	
Grade: Band 8	Workplace: County Hall, Morpeth	JE ref: 3296	
Responsible to: Strategic Programmes Manager	Date: March 2017	Manager Level:	

Job Purpose: Contribute to the newly created Information Governance Service by delivering effective Records Management for Northumberland County Council, promoting best practice in record keeping standards across the authority through specialist professional advice, knowledge and support on the creation, maintenance and disposal of records. In addition overseeing the staff and operational management of the Council's Modern Records Storage facility based at Woodhorn.

Resource	Staff	A team of 2 FTE's comprising of Records officer and Administrator at Woodhorn Modern Records Facility. Additionally the post will be required to supervise temporary, contract and third party staff.
	Finance	Directly responsible for managing the Council's digitisation and modern records storage service budgets, including staff. Responsible for monitoring expenditure / income against forecasts and reviewing with service accountant on a monthly basis. Managing large value projects (up to £1m), contracts and service level agreements with contractors and clients. Assist in the setting of budgets and allocation of service targets.
	Physical	Responsible for ensuring the collection, maintenance and management of very significant bodies of corporate records and data. Direct responsibility for the Council's modern records storage and physical resources, including IT data, records and equipment. Will be required to use allocated equipment and tools in accessing records in the Modern Records storage facility.
	Clients	Leads, develops and oversees services that have a significant impact upon the well being of service users. Dealing with members, the public and partner organisations, to deliver effective records management to services.

Duties and key result areas:

1. Assisting in the further development and implementation of corporate records management policies; reviewing and developing new procedures and operational practices to ensure the effectiveness of the Information Governance, Northumberland Archive and Modern Records Service.
2. Providing specialist professional advice and support to Managers and employees across the whole Council on international standards and best practice in record keeping for both paper and electronic records, monitoring and interpreting current legislative and regulatory frameworks to ensure information compliance
3. Surveying and analysing current paper and electronic records, filing systems and processes; providing advice on business classification schemes linked to record retention, access and security controls applied through the authority's corporate electronic document and records management facilities
4. Providing professional support to the management of the Modern Records storage facility at Woodhorn to ensure the most efficient use of space and operation of the service, and to maintain security levels at all times.
5. Responsibility for the day to day running of the Service, staff, and allocation of duties, as required, managing changing priorities to ensure professional standards are maintained
6. Promoting good records management practice and adherence through day to day advice; delivering training sessions and presentations to

managers and staff at all levels; and assisting with Records Management staff development activities.

7. Applying corporate retention and disposal schedules in accordance with current legislation and best practice standards; arranging for the confidential disposal of records, maintaining the authority's disposal audit, and liaising with archivists on the appraisal and selection of items required for permanent preservation in the Northumberland Archives
8. Assisting in the development, implementation and monitoring of performance standards to ensure the best possible quality of services
9. Managing and coordinating diverse and often complex record projects on behalf of other senior managers; supervising staff, volunteers and work placements as required
10. Representing the Information Governance Service at meetings, both internally and externally, sharing expertise and best practice regionally and nationally, and undertaking other duties at the same level of responsibility as required

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Will involve travel to meeting venues, area offices or training venues throughout the County and further afield on occasion.
Working patterns:	Normal office hours but flexi-hours may apply if colleagues provide cover. Possible attendance at evening meetings.
Working conditions:	Mainly indoors with some exposure to working in unoccupied office space and outdoor environments.

PERSON SPECIFICATION

Post Title: Records Manager	Service: Information Services	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
Degree level or equivalent standard of general education. Post-graduate qualification in archive administration, records management or equivalent obtained or being worked towards In-depth knowledge of the main theory, procedural and practical issues relating to the service e.g. Records Management, Information Governance Knowledge of relevant policies, procedures, trends, developments and best practice Commercial awareness and understanding of the relationship between costs, quality, customer care and performance. Evidence of continued professional development. Knowledge and understanding of electronic records and Electronic Document and Records Management Systems (EDRMS) Knowledge of Modern Records paper storage facilities operations and procedures.	Knowledge of services provided by the Council and their statutory and regulatory responsibilities.	
Experience		
Recent and relevant post qualification experience in a relevant context e.g Records Management Experience of providing a service to customers Experience of supervising staff An evidenced track record as a successful consultant/advisor. Experience in developing and maintaining excellent collaborative relationships with all relevant internal and external stakeholders	Experience of working with and implementing business classification schemes and record retention schedules Relevant experience in designing and drafting policies, procedures and other technical documents.	
Skills and competencies		
High standard of written and verbal communication, interpersonal and relationship skills Self motivation and the ability to work flexibly with others Problem solving and organisational skills Accuracy and attention to detail Ability to work under pressure and to meet deadlines and targets independently and as part of a team Presentation, training and influencing skills ICT skills; ability to use standard office and professional applications, e-mail and web based technologies	Advanced skills in Google Applications for Work	
Physical, mental, emotional and environmental demands		

<p>Normally works from a seated position with some need to walk, bend or carry items. Need to maintain general awareness with lengthy periods of enhanced concentration. Some contact with public/clients in dispute with the County Council. Some exposure to working outdoors.</p>		
Motivation		
<p>A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated Works with little direct supervision.</p>		
Other		
<p>Able to meet the transport requirements of the post Ability to lift and carry records material</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits