Northumberland County Council

Job Description

Governance Assistant (Records)

Reference:
Date: March 2026

Job Family/Sub Family:	**Legal and Governance / Licensing Compliance and Enforcement**
Level:	**1**
Band:	**2**
Career Track:	**Operational**

Job Purpose

The Records Assistant supports the effective operation of the Document Storage & Retrieval Service by ensuring the accurate handling, tracking, and maintenance of physical and electronic records. The role contributes to Information Services by retrieving and processing record requests, preparing deposits, updating systems, and ensuring storage environments remain safe, organised, and compliant. Working with colleagues, service users, and partner organisations, the post provides an efficient and customer focused service that enables timely access to corporate information while maintaining confidentiality and high standards of data integrity.

Service Purpose

Legal Services, including Information Governance, ensures that Northumberland County Council maintains compliance with relevant legislation, statutory guidance and relevant Codes of Practice. It works to promote, facilitate and increase staff awareness and understanding around the Council's legal obligations, and ensure that the Council's activities are carried out in a lawful manner. The team directly impact upon service users and the public by ensuring Council Services are delivered in accordance with legal requirements and personal data is held securely and in line with all data protection principles.

Duties and Responsibilities

Records Retrieval & Storage Operations

- Retrieve and return records from strong rooms, ensuring accurate completion of associated documentation and updates to electronic logs.
- Prepare, process, and shelve new deposits, including checking box contents and ensuring correct placement.
- Maintain strong rooms in a clean, safe, and organised condition at all times.

Data & Systems Administration

- Input and update data in records management databases, including the Accession Register and Locations Database.
- Produce and update logs and documentation relating to permanent withdrawals, outstanding loans, and annual audits.

Customer Support & Enquiries

- Liaise with depositors and service users to arrange the collection, deposit, or retrieval of records.
- Respond to general service enquiries and undertake basic research to support customers and colleagues.
- Represent the Records Management Service in a professional, friendly, and efficient manner.

Compliance, Security & Disposal

- Support the disposal and shredding of records in accordance with retention schedules and service guidelines.
- Maintain confidentiality and handle records securely, following NCC policies and data protection requirements.

General

- Use appropriate manual handling techniques and tools when lifting, carrying, and moving boxes.
- Undertake any other duties appropriate to the grade to support service delivery.

Person Specification

Professional and Technical Requirements

Qualifications

- Functional Skills Level 2 (or equivalent experience demonstrating appropriate literacy and numeracy skills).

Knowledge, Skills and Experience

- Knowledge of administrative procedures and processes relevant to records or office environments.
- Experience working in a busy office environment, including using MS Office applications and handling telephone enquiries.
- Ability to file and organise records accurately using established systems.
- Fast and accurate data-inputting skills with strong attention to detail.
- Ability to maintain confidentiality and handle sensitive information appropriately.

Core Competency Requirements

- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.

Strengths

- **Organiser** – Enjoys creating order, maintaining systems, and ensuring processes run smoothly.
- **Accuracy** – Takes pride in getting things right and spotting errors quickly.
- **Dependability** – Reliable, consistent, and trusted to follow procedures.
- **Helper** – Gains energy from supporting colleagues and customers.
- **Detail Focused** – Enjoys working with structured information and pays close attention to small details.

Desirable

- Evidence of continued professional development relevant to administrative or records-based- work
- Experience working with paper-based or electronic records and/or records databases