



Job description			
Job title	Records Officer		
Grade	F		
Directorate	Resources		
Service/team	Records Management – Information Governance and Legal Services		
Accountable to	Liz Edwards		
Responsible for	Implementing better working practices for records management through the delivery of a future proof paper records management service and policy enforcement for standardised electronic records management using SharePoint Records Centres		
JE Reference		Date Reviewed	April 2018

Purpose of the Job

To ensure electronic and paper records assets are accurate, relevant and legally compliant. Consequently, reducing the risk of monetary penalties by the ICO for poor records keeping practices or information security breaches.

To embrace the Central Governments [Digitisation Strategy](#) by initiating new working practices for KMBC's Paper Records Storage & Retrieval Service by making the service '*digital by default*'. To ensure where possible that the Council's paper assets are held electronically to allow fast retrieval and sharing in order for staff to effectively undertake their role.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

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To implement better working practices for paper and electronic information management, through working with Information Asset Owners and Administrators to understand their records management needs and bring current practices in line with compliant good practice records management principles.



To undertake information audits, manage a paper records asset storage facility and facilitate the move from utilisation of shared drives and unstandardised SharePoint environments to Records centres, ensuring effective retention and cataloguing, storage and retrieval systems for good practice paper and electronic records management.

Corporate Information Audit and Service Improvement

- Liaise directly with Information Asset Owners and Information Asset Administrators to identify weaknesses in electronic and paper records management practices through questionnaire, workshops and meetings as part of a widescale Information Audit
- Analyse responses and prepare management information to Records Manager on results of findings to inform shaping of future records service delivery
- Work with Records Manager to incorporate new processes and deliver guidance and training where appropriate to improve records management practices
- Assess paper record assets to ascertain their record type/series, utilising a detailed knowledge of the detail of records created or captured to perform the statutory service/duty to which they pertain; drawing on considerable experience in the relevant field
- Review paper record assets against a series of criteria, as part of an Information Audit, requiring a detailed knowledge and understanding of information management related legislation or legislative obligation. Culminating in the provision of formal recommendations to Information Asset Owners by allocating appropriate retention periods, and inputting accurate data onto a bespoke spreadsheet so that a decision can be made on whether to destroy vital corporate records assets or retain them. (The information provided to Senior Managers will directly impact on decision making on statutory action)

Paper Records Management

- Delivery of an operational service for Paper Records Lifecycle Management, incorporating results from Information Audit Questionnaires and Engagement with Information Asset Owners/Administrators



- Act as a central point of contact for all functions relating to the management of paper files stored at Stretton Way Storage Facility, including 'accession/ intake', 'retrieval', 'return' and 'destruction' requiring specialist and procedural knowledge of records management policies, procedures and practices and theories and techniques
- Work in confined spaces at both high and low height levels to manually handle boxes of archive paper record assets requiring a reasonably demanding physical dexterity
- Prolonged periods of working in isolation in security restricted areas whilst reviewing paper records assets
- Classify record assets through indexing (cataloguing) onto a spreadsheet or appropriate capture software, to ensure all movement of records is tracked
- Evaluate assets for subject content and allocate appropriate retention periods
- Make decisions on paper assets that fulfil the criteria to be held in paper form or electronic form and guide Information Owners/Administrators on good practice records keeping and how to use the paper records storage service
- Label shelves with shelf and box numbers as per warehousing standards and assist in the logistics of any physical location moves. Re-box paper records and complete box labels and associated paperwork for their correct management
- Provide management information on paper records storage facility use, keeping a 'real time' log of storage space availability, using a bespoke spreadsheet, creating management information and presenting statistical inferences from the data gathered as part of the service provision
- Interpret information that may not be straightforward to classify, and work on own initiative to deal with any problems relating to record criteria to ascertain its source through independent investigation work with potential stakeholders

Digitisation and Scanning

- Undertake scanning, indexing and electronic data transfer of paper records that are formally requested from the records storage facility and make them available in electronic form
- Build action plans to improve records management practices including co-ordination of and paper conversion exercises (scanning and



indexing) oversee the transition from paper to electronic management systems

-Undertake data input through paper records conversion for considerable periods of time. The quality of input must be accurate, thus demanding a great deal of continued mental concentration

Technical Advice Training and Guidance

- Provide guidance and advice on on scanning standards (BIP0008), naming conventions, records retention dates and processes for confidential waste destruction and assist users in reviewing their electronic records and how to scan and index using specialist skills and knowledge of scanning and indexing techniques

-Work with IT and clients to configure SharePoint Records centres, bespoke to client's records management needs. Train clients on using a Records Centre and how to classify their records appropriately

-Work with clients on how to weed and destroy their records, and transfer to SharePoint Records Centres, drawing on experience and knowledge of information management related legislation

-Liaise with all levels of staff to encourage best practice records management and harness specific bespoke requirements, utilising highly developed interpersonal skills of persuasion and motivation to raise both the profile of records management as a business-as-usual activity but also a priority

- Design learning materials as appropriate and train staff of all capability to a basic level of knowledge in Records management, using interpersonal skills that can adapt to differing learning styles and ability

-Assisting departments with making decisions on the retention or deletion of records as per the corporate Retention policy

-Co-ordinate publication of data required as part of central governments Open Data Strategy, and Transparency Code through liaising with stakeholders and tracking compliance

Social Care, Education/Schools/ OHU, Legal Services and HR Paper Information Audit

-Co-ordinate the Paper Records Asset Audit at Stretton Way on an operational day to day basis, in line with the project plan. Arrange



logistics of access and tracked movement of assets. Feedback progress using management information (statistics) to Records Manager

-Assist Records Auditors / Information Asset Owners and Information Asset Administrators in their paper records Audit/Review at Stretton way Storage Facility making decisions on their destruction or future archival value utiling specialist knowledge of these specific types and the legalities of their preservation and management rules

-Arrange approval for and destruction of records that are no longer legally required to be kept, using corporate confidential waste destruction process

- Exposure to paper records of a personal sensitive nature that may contain details of child safeguarding or other potentially upsetting content

Electronic Records Management

-Assist Service Users on using 'Naming Conventions' and 'classification of records' in a Records Centre on SharePoint

-Train and guide clients on weeding electronic records, standards in electronic records management (ISO15489) and using a SharePoint Records Centre, requiring specialist knowledge in industry standards on electronic records management and using records management systems

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.
- The Paper Storage facility at Stretton Way consists of a series of shipping containers. The lone working procedure should be adhered to. Personal protective equipment will be supplied
- Boxes and files are stored on both on shelving and stacked boxes
- Some lifting and carrying is required so training on box handling to be provided

***This post is potentially physically demanding, i.e. lifting boxes and possibility of climbing ladders to reach stored records.**

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.