

Job Description
BUSINESS SUPPORT OFFICER (INFORMATION AND RECORDS)
[Grade 4 – Document and Records Management]

Service:	Digital Services	Team:	Strategy & Assurance: Document and Records Management
Location:	Preston		
Salary range:	£21,189 - £21,968	Grade:	4
Reports to:	Business Support Team Leader	Staff responsible for:	None

Job Purpose

The post holder will be required to, under limited supervision, enable the effective operation of the Document and Records Management service on a day-to-day basis through excellent customer service, the management of both physical and digital records, including the importing, maintenance, updating, destruction and extraction of information into and from the corporate electronic document and records management system.

The post will provide administrative support within their specialised area working closely with operational staff, managers and customers in a highly sensitive environment. The teams within the Document and Records Management service are very busy, all working in a highly pressured environment to a number of extremely tight legislative deadlines, as well as working within best practice guidelines.

The post holder is part of a team that has a responsibility for ensuring that physical and digital records, including the Electronic Social Care Record (ESCR) are managed and held within the principles of the General Data Protection Regulation legislation. The role within these teams supporting Social Care and other Corporate services requires adaptability and initiative within a specialised environment. Post holders must be willing to work closely with colleagues within other areas of Document and Records Management, including colleagues across Digital Services and customers across Council services.

Accountabilities/Responsibilities

- To assist with the provision of a document and record management service including the receipt, management, storage, retrieval, distribution and destruction of documents and records.
- Maintain physical and digital records.
- Support the digitisation of physical records.
- Handle queries regarding missing / mis-scanned items, i.e items that cannot be located in the file and other errors that may occur.
- Updating the authority's corporate electronic document and records management system; managing workflow processes; creating, inputting, indexing, amending and extracting record entries to ensure accuracy and compliance.
- Undertake general administrative work as required e.g., filing, record-keeping, retrieval of information, photocopying and processing of outbound mail.
- Undertake destruction and archiving of physical and digital records in line with legislation.

- Interrogation of social care records across various systems in order to verify and validate information.
- Undertake relief duties in the absence of other Digital Services staff with the agreement of the appropriate managers.
- Interpret information accurately to provide high quality administrative support to operational staff; comply with legislation and meet statutory deadlines where appropriate.
- To manage individual workloads to meet required deadlines with limited supervision.
- Respond to problems without reference to line manager wherever possible.
- Optimum use of ICT/Equipment to support the work of the service, including use of the Digital Services' IT Service Management (ITSM) tool to process requests and action tasks.
- Efficient use of storage space within the physical records storage facility.
- Maintaining strict confidentiality and non-disclosure of information in accordance with information governance guidelines; ensuring record storage areas are secure; and maintaining strict access controls to the confidential and sensitive information handled and processed daily.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification
BUSINESS SUPPORT OFFICER (INFORMATION AND RECORDS MANAGEMENT)
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Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications:		
3 GCSEs, including English language, or equivalent academic qualification	E	AF, I
RSA 1, CLAIT, ECDL or relevant experience	E	AF, I
NVQ Business Administration or willingness to work towards this	D	AF, I
Experience:		
Use of Microsoft Office suite products	E	AF, I
Data entry into management information systems	E	AF, I
Clerical / administrative experience	E	AF, I
Operating a structured filing system	D	AF, I
Using an electronic records management system	D	AF, I
Using an IT Service Management tool	D	AF, I
Operating a production scanner	D	AF, I
Knowledge and skills:		
Knowledge and use of relevant IT systems including Outlook, Word, Excel and records management packages	E	AF, I
Good keyboard skills	E	AF, I
Good interpersonal skills and the ability to communicate clearly and effectively with colleagues, managers and customers	E	AF, I
Ability to maintain confidentiality regarding all work-related matters	E	AF, I
Ability to work accurately and with attention to detail	E	AF, I
Ability to work flexibly as part of a team to meet service needs	E	AF, I
Commitment to delivering excellent service to customers	E	AF, I
Time management skills to ensure tasks are completed within timescales	E	AF, I
Ability to use own initiative to solve problems	E	AF, I
Ability to prioritise workloads to meet statutory deadlines	E	AF, I

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Ability to maintain filing systems, both electronic and physical, to meet statutory requirements	D	AF, I
Basic knowledge of Data Protection legislation and working with confidential information	E	AF, I
Knowledge of services provided by the authority	D	AF, I
Other (including special requirements):		
Ability to lift and carry reasonably heavy items repeatedly for shelving, packing and retrieval purposes	D	AF, I
Commitment to equality and diversity	E	AF, I
Commitment to health and safety	E	AF, I
Display the LCC values and behaviours at all times and actively promote them in others	E	AF, I

Please view the **Pre-Employment Risk Identification Form** for this post