

## Job Description *RECORDS MANAGER*

<b>Service:</b>	ICT Strategy & Assurance, Digital Services	<b>Team:</b>	Information and Records Management Service
<b>Location:</b>	Preston		
<b>Salary range:</b>	£33,945 - £38,223	<b>Grade:</b>	8
<b>Reports to:</b>	Operations Manager / Business Area Specialist	<b>Staff responsible for:</b>	0-5

### Job Purpose

The purpose of this job is to assist in providing a comprehensive Information and Records Management Service for Lancashire County Council and other external clients; promoting best practice in record-keeping standards across the authority through specialist professional advice, and knowledge and support on the creation, maintenance and disposal of physical and digital information and records.

### Accountabilities/Responsibilities

- 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 and Records Management Team..
- 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.
- 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 system.
- Providing professional support to the management of the physical storage facility to ensure the most efficient use of space and operation of the service, and to maintain security levels at all times.
- Line management responsibility for the Business Support Team Leaders and Business Support Specialists, and allocation of duties, as required, managing changing priorities to ensure professional standards are maintained.
- Ownership and management of physical and digital information management practices, provisioning access to information and records, digitisation of physical records, and secure and timely disposals of physical and digital records.

- Day-to-day operational responsibility of one or more areas within Information and Records Management.
- 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 Information and Records Management staff development activities.
- 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 Lancashire Archives.
- Assisting in the development, implementation and monitoring of performance standards to ensure the best possible quality of services.
- Managing and co-ordinating record-related projects/initiatives on behalf of the Operations Manager.
- Representing the Information and Records Management Team 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.
- This post will be responsible for ensuring effective controls / measures for accurate corporate information, manage and provide audit controls to maintain compliance; work with system specifications and provide system training.

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 *RECORDS MANAGER*

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
<b>Qualifications:</b>		
Honours degree or equivalent qualification	E	AF, I
Post-graduate qualification in archive administration, records management or equivalent obtained, or being worked towards or a commitment to achieve	E	AF, I
Registered member of the Archives and Records Association or equivalent	D	AF, I, Other (Reference)
<b>Experience:</b>		
Working in records management	E	AF, I, Other (Reference)
Working as part of a team	E	AF, I, Other (Reference)
Providing a service to customers	E	AF, I, Other (Reference)
Supervision of staff	D	AF, I, Other (Reference)
Working with and implementing business classification schemes and record retention schedules	D	AF, I, Other (Reference)
<b>Knowledge and skills:</b>		
Applied and theoretical knowledge and understanding of records management practices, current professional standards, legislation and compliance issues	E	AF, I, Other (Reference)
High standard of written and verbal communication, interpersonal and relationship skills	E	AF, I, Other (Reference)
Self-motivation and the ability to work flexibly with others	E	AF, I, Other (Reference)
Problem solving and organisational skills	E	AF, I, Other (Reference)
Accuracy and attention to detail	E	AF, I, Other (Reference)
Ability to work under pressure and to meet deadlines and targets independently and as part of a team	E	AF, I, Other (Reference)

<b>Requirements</b>	<b>Essential (E) or Desirable (D)</b>	<b>To be identified by: application form (AF), interview (I), test (T), or other (give details)</b>
Knowledge and understanding of electronic records and Electronic Document and Records Management Systems (EDRMS)	E	AF, I, Other (Reference)
Presentation, training and influencing skills	E	AF, I, Other (Reference)
Knowledge of services provided by the Council and their statutory and regulatory responsibilities	D	AF, I, Other (Reference)
ICT skills: ability to use standard office and professional applications, e-mail and web-based technologies	E	AF, I, Other (Reference)
<b>Other (including special requirements):</b>		
Ability to lift and carry	E	AF, I
Commitment to personal and professional development and performance through registered membership of the Archives and Records Association or recognised equivalent.	D	AF, I, Other (Reference)
Commitment to equality and diversity	E	I
Commitment to health and safety	E	I
Display the LCC values and behaviours at all times and actively promote them in others	E	I

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