**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Document Management Officer | **Grade**:  Scale 4-6 |
| **Section:**  Document Management-IT | **Directorate:**  Resources |
| **Responsible to following manager:**  Document Management Team Leader | **Responsible for following staff:** |
| **Post Number/s:** | **Last review date:**  15/06/2023 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

Responsible for ensuring all documents received electronically or by hardcopy are securely handled, and original documents returned to customers and are correctly processed in accordance with the Principal of the G.D.P.R and Data Protection Act; Freedom of Information Act and other legislative requirements and fast tracked for further processing via the Document Workflow system to the appropriate service area.

Maintaining the secure keeping of all hardcopy data and the secure destruction of hardcopy data held in accordance with data destruction policy and procedures.

**Specific Duties and Responsibilities**

1. On a daily basis working independently or in collaboration with colleagues when receiving historical, hardcopy and electronic documentation and to prepare, classify and prioritise all documents for the Document Management Systems and to participate in the collection and despatch of all relevant mail.
2. To scan the documents utilising all functions of the software to ensure the highest quality images are available for use, annotating documents as necessary and always carry out detailed checks on documentation to ensure information integrity.
3. To ensure the routine maintenance of image scanners, MFD’s and associated equipment are completed on a daily and ad-hoc basis, reporting faults detected on any of the document management systems and or scanners and to carry out follow up action in liaison with or escalating to the Document Management Team leader
4. To index scanned or emailed digital images, making enquiries of the business application computer systems as necessary, ensuring that all aspects of the work are dealt with accurately, in accordance with departmental targets/SLAs, relevant legislation, procedures and working practices and to defined quality controls.
5. To process all work with a high degree of accuracy and attention to detail, minimising error when handling sensitive and personal data; ensuring the adherence to the principles of G.D.P.R and Data Protection Acts.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

* To maintain confidentiality and undertake all duties and inter-actions with staff, partner providers and customers fairly, without unlawful discrimination and with due regard to all Council’s policies including Equality and Diversity in Employment and Service Delivery Policy, G.D.P.R and Data Protection Act, Freedom of Information Act, Safe Guarding Vulnerable Adults and Young persons and Children.

( The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.)

**Team structure**

**Person Specification**

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| --- | --- |
| **Job Title: Document Management Officer** | **Grade**: 4-6 |
| **Section: Document Management-IT** | **Directorate:** Resources |
| **Responsible to :Document Management Team Leader SSA** | **Responsible for:** |
| **Post Number/s:** | **Last Review Date: 15/06/2023** |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** | |
| An understanding of GDPR and Data Protection Act, Freedom of Information Act | **Y** |  | **A/I** | |
| An understanding of Document Management and or Workflow Processes or a willingness to learn | **Y** |  | **A/I** | |
|  |  |  |  | |
| **Experience** | **Essential** | **Desirable** | **Assessed** | |
| An understanding of GDPR and Data Protection Act, Freedom of Information Act |  | **Y** | **A/I** | |
| Intermediate experience of using I.T systems including Microsoft Office, document imaging systems (Preferably IDOX, Anite and Civica W2). | **Y** |  | **A/I** | |
| Experience of working within an office environment, working to specific targets and performance indicators. | **Y** |  | **A/I** | |
| **Skills** | **Essential** | **Desirable** | **Assessed** | |
| An ability to communicate confidentially both orally and in writing responding to customer, colleagues, stakeholder’s enquiries and or complaints |  | **Y** | **A/I** | |
| Perform a variety of clerical and technical support tasks including data entry, document preparation and scanning. |  | **Y** | **A/I** | |
| Self-motivated, methodical, organised and able to with minimal supervision in the achievement of agreed standards for quality and performance. |  | **Y** | **A/I** | |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** | |
| GCSEs or the eqivilent, grades A-C in English and Maths | **Y** |  | **A/I** | |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**