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## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Senior Records Management Officer	<b>Grade:</b> PO4
<b>Section:</b> Resident Engagement	<b>Directorate:</b> Chief Executive’s Group
<b>Responsible to following manager:</b> Information Governance Manager and Deputy DPO	<b>Responsible for following staff:</b> Graduates and temporary project staff
<b>Post Number/s:</b> 1	<b>Last review date:</b> February 2021

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

This role is employed under the Shared Staffing Arrangement (SSA) 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:

- Ensuring both Councils have an effective and efficient record management policy, processes and controls in place, that are continually reviewed to ensure compliance in terms of statutory obligations, Information Commissioners Office (ICO) guidance and best practice.
- Reviewing existing records management practice and adherence to ensure best practice is embedded within both Councils. Including maximising the use of tools such as Office 365, SharePoint and other IT applications in achieving this.



- To provide direct support to the Information Governance (IG) Manager, as well as working across Directorates including specifically with the Information Security (IS) Team and Directorate IG Leads on the wider IG improvement agenda's implementation and promotion.

**Specific Duties and Responsibilities:**

- Responsible for keeping the Councils' policy, procedures and controls in relation to records management under review, implementing changes where required to ensure efficient and effective compliance with statutory obligations, ICO guidance and best practice.
- To develop, implement and keep under review a records management improvement program. Requiring establishment of robust action plan and leading the Records Management Working Group and ensure regular reporting to relevant governance arrangements.
- To build effective working relationships and promote the records management improvement program across the organisation and with senior managers. In order to embed records management policies, procedures and improvement program across the day to day activities of the organisation.
- To provide advice on the Councils classification schemes and lead the ongoing work to improve the Councils Information Asset Registers ensuring compliance and best practice in terms of legislation, ICO guidance and ISO27001 requirements. The focus will be on ensuring accurate retention and disposal information is provided consistently and complies with best practice and legislation.
- Reviewing with IS and IT colleagues the retention and disposal guidelines that should be applied to the significant volume of records being stored electronically via One Drive, the SharePoint facility within Office 365 and other IT applications (eg Civica).
- To review existing practice and adherence to retention and disposal requirements as set out in Retention and Disposal schedules and Information Asset Registers.
- Establishing the extent to which retention periods are complied with and ensuring and enabling adherence to the retention and disposal requirements going forward. This will include making use of tools such as Office 365, SharePoint and other IT applications to embed good practice and compliance.
- To raise awareness among staff of retention and disposal requirements and continually improve practice/compliance.



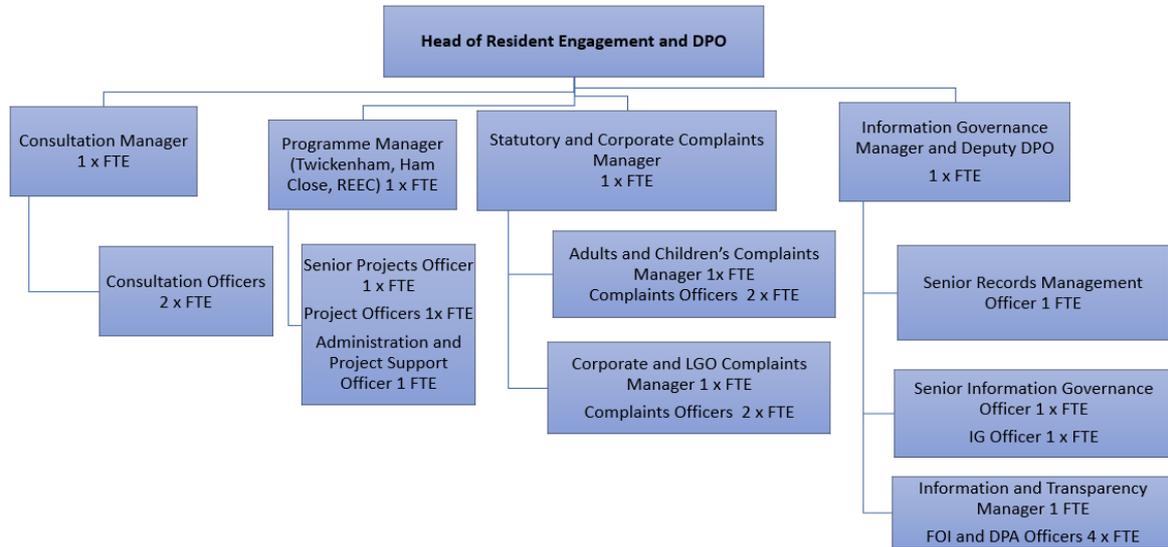
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- Working with the Property and Document Management Teams to develop a coherent procurement path to streamline arrangements for document storage and identify scope for any savings from reduced reliance on external storage.
- Reviewing the existing Record(s) of Processing Activity and updating and developing as appropriate.
- Working towards ISO 15489 and related accreditation in respect of Records Management.

### **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.

### Current team structure





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## Person Specification

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<b>Responsible to following manager:</b> Information Governance Manager and Deputy DPO	<b>Responsible for following staff:</b> Administration and Project Support Officer Graduates and temporary project staff
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### Our Values and Behaviours<sup>1</sup>

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 –

- taking responsibility and being accountable for achieving the best possible outcomes – a 'can do' attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- taking a team approach that values collaboration and partnership working

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<sup>1</sup> These values and behaviours will be developed further as the SSA becomes established.



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Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>	
Excellent working knowledge of Lord Chancellor’s Code of Practice on the management of records; and international and business standards relating to Records and Information Management including: ISO15489, ISO16175, BS10008. Also, a practical understand of such legislation and relevant codes of practice and best practice.	A, I
Good working knowledge of data protection, FOI/EIR legislation, Transparency and how it relates to records management	A, I
<b>Experience</b>	
Successfully working with colleagues from all levels of seniority across a complex organisation to develop and implement corporate policy, processes and controls in relation to records management.	A, I
Providing specialist advice, deliver training and provide information to support the successful operation and adherence to records management policy, processes and controls.	A, I
Practical experience of the application of Records Management best practice within a complex organisation (ideally the public sector)	A, I
Practical experience of using tools such as Office 365, Sharepoint and other IT applications to support adherence to retention and disposal schedules and to embed best practice and compliance.	A, I
Some experience of managing staff	A, I
<b>Skills</b>	
Ability to analyse and interpret complex information effectively in order to draw sound, evidenced conclusions	A, I,
Ability to work effectively in a political environment and build positive relationships with senior managers, staff, external partners and occasionally councillors in a way that establishes confidence, credibility and trust	A, I
Confidently communicate and influence colleagues from all levels of seniority in order to deliver a records management improvement agenda and all key aspects of the role	A, I
Experience of working on own initiative with minimal supervision to create innovative solutions; recognising when to escalate matters through the management chain	A, I
Ability to organise and prioritise own workload, to work under pressure and meet deadlines	A, I



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Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Good oral and written communications skills in order to present the Council’s case effectively and to produce clear guidance and information for different audiences	A, I
Experience of working effectively as part of a team	A, I
Qualifications	
Relevant degree; relevant professional certification / qualification; or evidence of continued study in the areas of records and information management.	AI

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**