**Job Description**

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| **Job Title:**  Document Management Manager | **Grade**:  PO4 - PO5 |
| **Section:**  IT | **Directorate:**  Resources |
| **Responsible to following manager:**  IT Support Manager | **Responsible for following staff:**   * Document Management Team Leader (2) * Document Management Officer (10) |
| **Post Number/s:** | **Last Review Date:**  04 June 2019 |

**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:**

Accountable for the safe storage, retrieval and destruction of scanned documents and the safe return of valuable original documents directly to our customers in accordance with legislative requirements, and to defined procedures.

As lead professional on records management, to contribute to the advisement on good practice in this area and to influence decision making of the future configuration and management of the councils Document Workflow system(s)by championing digital migration across other business units.

Responsible for ensuring that all activities are completed to agreed quality, productivity and timescales in accordance with each business unit agreed SLA.

**Specific Duties and Responsibilities:**

1. To strategically manage and develop the document management and records service to ensure it meets agreed productivity levels and quality of service standards with regard to standards for legal admissibility, data protection, freedom of information and other relevant legislation/protocols associated with document management control.
2. Responsible for all resource management issues as required for all aspects of service delivery; ensuring adherence to Council policies and procedures and legislative requirements and responsible for the application of the correct management processes to all staff in the line of management below this position.
3. Responsible for managing and authorising budget spend for two dispersed document management service teams. To take responsibility for controlling expenditure at delegated levels, controlling purchaser, the budget allocated to each team ensuring the financial resources are deployed to maximum effect within Council policies and departmental procedures and guidelines, alerting Head of I.T., Payments and Support as delegated as appropriate.
4. Prepares the initial budget forecast for the Document Management Service budget plan. Responsible for the continuously reviewing and monitoring expenditure and income and ensuring that actual expenditure is maintained and compiles monthly budget monitoring returns for each budget code.
5. To provide financial and performance reports on the document management service to the Head of IT and to service customers.
6. To support/configure as appropriate the workflow application(s) in line with the I.T. standards set. To provide advice, documentation and 1-1 or small group training for users of these systems as appropriate.
7. To promote the efficient use of workflow system(s) and the potential service benefits of best practice in document management and document workflow. To assist as directed with the scoping and implementation of EDRMS adoption by the shared services. Ensures all SLA’s are followed and reports problems, recommending solutions as appropriate.
8. To manage the council’s arrangement for storage of hardcopy documents as appropriate and monitoring outsourced contracts as appropriate; advising business units on appropriate options for document storage, digitisation or destruction. Ensuring appropriate recharging for service in collaboration with budget holders, finance manager or the Finance department as appropriate.
9. To maintain an up to date knowledge of issues concerning information management, including knowledge of relevant legislation (e.g. Freedom of Information, data protection, legal admissibility, GDPR etc.), and to advise the council on these issues.
10. To ensure an appropriate level of security of all documents or records under your management, alerting management and the IT Security Manager to any threat to the security or integrity of this information.

**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**

* Budgetary responsibility for two dispersed document management teams, the responsibility for maintaining secure premises in order to process cheques, cash, valuable documents and protecting physical resources, including I.T equipment and the storage of hardcopy data held both within council premises and at outsourced contract location(s).
* 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 Councils’ policies including Equality and Diversity in Employment and Service Delivery Policy, Data Protection Act, Freedom of Information Act, Safe Guarding Vulnerable Adults and Young persons and Children.

**Current team structure**

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**Person Specification**

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| **Job Title:**  Document Management Manager | **Grade**:  PO4 - PO5 |
| **Section:**  IT | **Directorate:**  Resources |
| **Responsible to following manager:**  Support Manager | **Responsible for following staff:**   * Document Management Team Leader (2) * Document Management Officer (10) |
| **Post Number/s:** | **Last Review Date:**  27 March 2016 |

**Our Values and Behaviours[[1]](#footnote-1)**

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
* demonstrate resilience in dealing with potentially stressful situations

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| **Person Specification Requirements** | **Assessed by A &**  **I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| HR and staff related policies/procedures within a local government or other public sector service. | A/I |
| An understanding of Document Management policies and procedures, including IT systems and processes. | A/I |
| Strategic business understanding to support business improvement to defined organisational plans. | A/I |
| Data Protection, Freedom of information, IS027001 (Data Security), ISO9001 (Data Destruction), Admissibility of evidence good practices, GDPR. | A/I |
| **Experience** | |
| Management and motivation of staff in a customer focused service. | A/I |
| Application of Document Management policies and procedures. | A/I |
| Ability to improve business processes through documentation workflow and automation. | A/I |
| Resolution of customer service problems within an I.C.T. environment. | A/I |
| **Skills** | |
| Leadership and being a role model for the organisation’s ethos and service objectives and plans. | A/I |
| Ability to summarise and communicate clearly issues related to document management for a non-specialist audience. | A/I |
| Diplomacy and confidentiality | A/I |
| Procurement, budgeting and financial acumen | A/I |
| Project management and delivery, innovation and forward planning | A/I |
| **Qualifications** | |
| Relevant academic or professional qualifications | A/C |

**Progression Criteria**

Progression through the link grade will be considered by the management team based on both the achievement of continuous statically performance against benchmarks in regard to the quality and quantity of work flow and the officer’s ability to undertake all the duties of the post as outlined below:

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| **PO4** | Will have taken on the responsibility for all aspects of the role, ensuring that both staff and services are managed, and that work is sufficiently prioritised and completed within Service Level Agreements. |
| **P05** | Will have taken on the responsibility for all aspects of the role, ensuring that both staff and services are managed, and that work is sufficiently prioritised and completed within Service Level Agreements.  In additional the post-holder will take a proactive role in developing services, thus ensuring IT’s ongoing ability to meet the needs of its customers. |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**

1. These values and behaviours will be developed further as the SSA becomes established. [↑](#footnote-ref-1)