

Records Manager

Grade 11

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire.
- Courageous – We recognise our challenges and are prepared to make courageous decisions.
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Corporate Services brings together the council's support services into a single directorate. Among other things, we manage the council's financial arrangements, resolve its legal issues, and manage its public image. We support the council with its purchasing of goods and services, with its admin needs, and help it manage and make best use of its information. We manage the process by which we recruit people, pay people, and look after pensions. We make sure

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you have the technology to do your jobs. And perhaps most importantly, because we are a democratic organisation, we support our elected Members and advise them on matters of policy.

Corporate Operations is part of the Corporate Services directorate and consolidates various statutory and non-statutory services, playing a crucial role in supporting our council and its users. Managing information assets is essential for the Council and vital to accomplishing the Strategic Plan's goals. It is critical to establish robust systems to protect both personal data and important business information held by the Council.

The Information Governance Unit is part of the Corporate Operations Division with a mission to ensure that information held by the Council is managed and utilised efficiently, effectively and securely in support of the Council's objectives and relevant legislation.

The Information Governance Unit brings together a range of highly specialised and technical experts to assist the organisation by meticulously monitoring internal compliance, providing informed advice on data protection and records management obligations, offering comprehensive guidance, and raising awareness on crucial data protection matters. The Unit is responsible for developing policies and systems enabling the management of information. This includes the requirements of the Freedom of Information Act 2000 (FOI), Data Protection Act 2018 (DPA) and other information legislation. The Unit also provides support services to all departments in the management of records and the provision of information security audits, training and advice.

Reporting Relationships

Responsible to: Information Governance Manager

Responsible for: Records Management Advisor, Records Centre Team Leader

The Records Manager role is integral to the implementation of the Information Management Strategy and ongoing management of compliance of applicable information and records management legislation and best practice across

Staffordshire County Council. The role will bring together best practice to all records, whether electronic or paper, including for services to partner organisations.

Key Accountabilities:

- To manage the Records Centre function, ensuring records are stored and handled in accordance with internal protocol and external legislation.
- To manage the Records Management Team, including Secure Print Service, to deliver an efficient operational service to SCC and partners.
- To champion, communicate and embed records management best practice across the County Council, in line with the Information Management Strategy. Provide support, training and presentations to County Council employees at all levels ensuring understanding of best practice compliance and embedding culture change. Escalating organisational risk / non compliance.
- Through research, monitoring, performance reporting and audits ensure the records management policy, records retention schedule and guidance are compliant with current legislation and industry best practice for records lifecycle including ISO15489 and appropriate codes of practice.
- Lead the development, delivery and implementation of the organisations Electronic Document and Records Management System (EDRMS) including the information architecture, maintaining reliable permissions model and organisational wide file plan development. Including the ongoing business as usual management of the system in in line with the wider Information Management Strategy and governance.
- To manage digitisation programmes within the Records Centre, ensuring processes comply with legal, industry and regulatory requirements, including BS10008.
- To provide effective professional operational advice relating to complex queries and interpret records management policies and legislation to internal customers across the County Council to support in the effective and safe management of records.

Other Information

The job is designated as a casual car user.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes.

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety






Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.



Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification:

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by A=assessed at Application I=assessed at Interview T=assessed through Test
 	Qualifications/Professional membership <ul style="list-style-type: none"> • Educated to degree level or equivalent experience • Holds or working towards record management qualification or relevant information governance / record management experience at a professional level 	A
  	Knowledge and Experience <ul style="list-style-type: none"> • Detailed understanding of the implementation of record keeping and information management principles, including an awareness of applicable Standards and other sources regarding best practice • Significant experience in working in an advisory role with Information Governance / Record Management • Detailed understanding of records keeping legal requirements, best practice and standards • Experience of implementing digitisation and records management system • Wider knowledge of the information management discipline as a whole • Understanding of the concept, principles and application of records management and data protection • Demonstrable experience of working in a customer focused environment • Experience of working under pressure and ability to prioritise workload 	A/I/T

 	<p>Skills</p> <ul style="list-style-type: none"> • Confident effective communication skills including written, verbal and digital • Analytical and ability to interpret policy / information • Attention to detail with a focused and committed approach • Problem solving skills, solutions focused • Substantial planning, organisational and time management skills • Ability to work effectively in a team in both office based and virtual environments • Interpersonal skills, with the ability to liaise effectively with people at all levels • Ability to influence and persuade • Ability to effectively manage and empower people • ICT skills, including M365 	<p>A/I/T</p>
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If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team 01785 278300