Record Centre Technical Support Officer
Grade 5

GRADE xx

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier and more supported in their community

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, 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 citizens
* 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

The Records Centre is part of the Information Governance Unit within Staffordshire County Council. The Information Governance 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 1998 (DPA) and other information legislation. The Unit also provides support services to all departments in the management of records, implementation of electronic record systems and the provision of information security audits, training and advice.

Reporting Relationships

Responsible to: Record Centre Officer

Responsible for: N/A

Key Accountabilities:

1. Support the Record Centre Officer in the management of the Record Management System by being the Super User, training of staff and liaising with the system provider to investigate and resolve system / user issues including development / changes to the system.

2. Support the Record Centre Officer with the development of processes and procedures within the Record Centre to ensure an efficient and effective service.

3. Responsible for ensuring the retrieval, transfer, return, destruction and disposal of documents are processed safely, securely and accurately within the prescribed procedures.

3. Supervise the warehouse work activity of the Record Centre Assistants to ensure tasks are carried out safety and timely.

4. To deputise for the Record Centre Officer in their absence to ensure an efficient and effective service is delivered.

5. Support the delivery of the digital print services by deputising for the print operative, undertaking activities including digital print jobs, ID Badge production, financial printing.

6. To contribute to Information Governance Unit publications and training materials where appropriate through sharing ideas and knowledge, and the document writing.

7. To ensure the Records Centre building and its contents are secure at all times in line with the required procedures (including opening and closing procedures), and to deputise in Record Centre Officer’s absence as premise manager.

8. To ensure that all equipment is maintained and used in an appropriate and safe manner, reporting any defects immediately to the Record Centre Officer.

9. Support the effective service delivery of the Information Governance Unit by providing administrative support as necessary.

10. To carry out health and safety and environmental duties as directed by the Record Centre Officer.

**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**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident****Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership*** Minimum of 5 GCSE’s Grade C/4 or above including Maths and English or equivalent qualification.
 | A |
| **employer_small** | **Knowledge and Experience*** Experience of working within a Record Centre, logistics, or similar manual handling environment.
* Experience of using O’Neil Software or similar Records Management system and experience of troubleshooting & liaising with external suppliers is desired but not essential as training would be provided.
* Ability to input electronic data quickly and accurately
* Understanding of confidentiality and security processes-knowledge of retention schedules would be an advantage but not essential as training would be provided.
* Understanding of health and safety requirements within a manual handling environment
* Experience of Digital Printing Work processes would be an advantage but not essential as training would be provided.
 | A/IA/IA/IA/IA/IA/I |
| **employer_small** | **Skills*** Attention to detail
* Organised and methodical approach to work
* Ability to work quickly whilst maintaining accuracy
* To be able to organise the work of others
* Ability to utilise electronic record systems
* IT skills
 | A/IA/IA/IA/IA/IA/I |

**This post is a casual car user**

**** 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**

**Shared Services on 01905 947446**