

Job Description and Person Specification

Last updated: 27 June 2024

JOB DESCRIPTION

Post title:	Records Management Officer		
Academic Unit/Service:	National Institute for Health and Care Research Evaluation, Trials and Studies Co-ordinating Centre (NETSCC), within the School of Healthcare Enterprise and Innovation		
Faculty:	Medicine		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	4
Posts responsible to:	Information Governance Manager		
Posts responsible for:	n/a		
Post base:	Office-based- Hybrid working options available		

Job purpose
<p>To assist the Information Governance Manager in the provision of NETSCC's legal and statutory obligations in the field of records management, data protection and other relevant information legislation.</p> <p>To provide proactive records management support, providing support and advise on information requests as well as specialist technical advice and ensuring that relevant strategies and policies are fit for purpose, effective and compliant with legislation.</p> <p>To work on the dissemination of good practice across the organisation and lead on the management and maintenance of the organisation's Records Management approach, supporting the creation, maintenance and disposal of physical and digital information and records.</p>

Key accountabilities/primary responsibilities	% Time
<p>1. Developing, implementing, and supporting systems and practices which facilitate effective information and records management practice across NETSCC.</p> <p>Leading the development and maintenance of Information Asset Registers and Records Retention Schedules and applying corporate retention and disposal schedules in accordance with current legislation and best practice standards.</p> <p>Develop and maintain a Records Management Framework and associated processes to control the creation, receipt, maintenance, use and disposal of records.</p> <p>Managing digital and physical records held by NETSCC and ensure that they are handled in line with relevant legislation.</p>	35%

Key accountabilities/primary responsibilities		% Time
2.	<p>Implement a lifecycle for all records; managing physical and digital information management practices, provisioning access to information and records, digitisation of physical records, and ensuring adequate retention and disposal as and when required. Coordinate with assistant directors and function teams to identify and classify documents or other electronic content according to criteria such as confidentiality and retention period.</p> <p>Oversee the conversion of paper records to digital format, ensuring the integrity of original documents is maintained and that digital versions meet quality standards.</p> <p>Manage the disposal and destruction of the legacy records in accordance with the guidance and line management approval.</p> <p>Work with the DHSC Records Management Team on the identification and transfer of relevant records.</p>	20%
3.	<p>To contribute to organisation-wide projects using specialist knowledge and to lead short-term projects related to Records Management and Information Governance activities. Ensuring that good records management is implemented, and to oversee and assist the sifting, assessment, and transfer of the data and records as required.</p> <p>Conduct thorough assessments of existing files to determine relevance, retention value, and appropriate categorisation for migration. To carry out detailed assessment and analysis of issues and problems, using specialist knowledge to identify and recommend appropriate solutions. Conduct periodic audits of records and information management processes to ensure compliance with laws, regulations, and organisational policies.</p> <p>Work closely with various departments to understand specific needs and challenges, providing expertise and solutions that align with the organisation's overall strategy and objectives.</p>	15%
4.	<p>To be responsible for the provision of records management advisory services and provide support services to the organisation in connection with records management or information governance queries and deliver training.</p> <p>To educate staff and raise awareness on good records management practice.</p>	10%
5.	<p>Supporting the NETSCC Contract Performance and Compliance Team in reviewing and updating NETSCC's Information Governance framework, including contribution to the development and regular review of policies, procedures, and guidance.</p> <p>Support the Information Governance function in responding to information enquiries within required timescales.</p>	10%
6.	<p>To draft documents, reports, briefings, presentations, and guidance as required from time to time for internal and external stakeholders.</p>	5 %
7.	<p>Any other duties as allocated by the line manager following consultation with the post holder.</p>	5%

Internal and external relationships
<p>Collaborate with colleagues within NETSCC, the NIHR, the School of Healthcare, Enterprise and Innovation and the University, the Department of Health and Social Care (DHSC) and the National Institute for Health and Care Research (NIHR).</p>

Special Requirements
<p>Must be self-sufficient and capable of working to deadlines and under pressure within a team environment and able to proactively obtain information from internal and external parties when required.</p>

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification within Records Management.</p> <p>Demonstrable work experience in Records Management and related requirements around data protection and freedom of information issues in a large, complex organisation, including responding to queries and delivering of training and guidance.</p> <p>Knowledge of relevant records management standards such as BS ISO 15489-1:2016 and BS 100025:202.</p> <p>Able to apply an awareness of principles and trends in a specialist or professional field and an awareness of how this affects activities at NETSCC.</p> <p>Proven experience of planning and progressing work activities within broad professional legal guidelines and/or broad organisational policy.</p>	<p>Membership of the IRMS or other professional body such as CILIP.</p> <p>Knowledge of Information Governance legal requirements including Data Protection Act /UK General Data Protection Regulation, the Freedom of Information Act and Environmental Information Act.</p>	CV & interview
Planning and organising	Able to seek opportunities to progress a broad range of activities within professional guidelines and in support of the organisation's strategy.	Experience of project management as well as planning, prioritising and organising team tasks and staff to meet deadlines and service deliverables.	CV & interview
Problem solving and initiative	Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them.		CV & interview
Management and teamwork	<p>Able to work proactively with colleagues in other work areas to achieve outcomes.</p> <p>Able to provide expert guidance and advice to colleagues to resolve complex problems.</p>		CV & interview
Communicating and influencing	<p>Able to build effective relationships with internal and external stakeholders.</p> <p>Excellent communication skills, written and oral to be able to translate complex and technical information to a range of staff across the organisation and to build</p>	<p>Presentation skills</p> <p>Experience of providing training</p>	CV & interview

	<p>and maintain effective working relationships.</p> <p>Able to provide accurate and timely specialist guidance on complex issues.</p> <p>Able to use influencing and negotiating skills to develop understanding and gain co-operation.</p>		
Other skills and behaviours	<p>High level of IT proficiency.</p> <p>Ability to interpret legislation, codes of practice and statutory guidance and the ability to communicate this to a non-technical audience.</p> <p>Able to work proactively, including using initiative to obtain information where required to exercise decisions whilst recognising escalation points and reporting effectively.</p>	<p>Institutional knowledge and background of working in a Higher Education environment.</p> <p>Experience of, or ability to develop, a working knowledge of SharePoint and Excel databases.</p>	CV & interview
Special requirements	<p>Must be self-sufficient and able to work to deadlines and under pressure within a team environment and actively obtain information from internal and external parties when required.</p>		CV & interview

JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			