

# SCOTTISH NATURAL HERITAGE

## JOB DESCRIPTION AND PERSON SPECIFICATION

**JOB TITLE:** Corporate Records Manager

### MAIN PURPOSE OF THE POST

The main purpose of the post is to manage SNH's corporate records in accordance with the legislative framework and current best practice.

The Corporate Records Manager will develop, maintain and implement records management policies, procedure and guidance where required, and provide advice on record-keeping issues as required. The post-holder will understand the legislative environment within which SNH operates and identify records management implications of any changes in legislation.

The Corporate Records Manager will manage the day to day operation of the eRDMS database and associated help desk and support functions. In addition this post will also be responsible for the management of defined projects that support/develop eRDMS benefits realisation.

### MAIN TASKS AND RESPONSIBILITIES

- 1. Lead organisational contact for Records Management.** This includes both internally and in liaison with external partners and other bodies, including the National Records of Scotland.
- 2. Manage and maintain the SNH fileplan.** This will involve maintaining a fileplan structure that is fully corporate and supports the work of the whole organisation and also managing all retention scheduling.
- 3. Transfer of SNH records to National Records of Scotland.** Ensure that records are prepared and transferred for permanent preservation in accordance with our selection policies.
- 4. Manage the eRDMS database.** This includes liaison with internal contacts and the software supplier, and management reporting on system use. Also includes any associated ISIP projects such as upgrades and document scanning.
- 5. Manage the eRDMS Helpdesk and training programme.** This includes ensuring that helpdesk support is provided to agreed service standards, and that training is delivered for new starts and refresher training requests.
- 6. Manage the Records Liaison Officer (RLO) network.** This includes training, design and delivery of RLO meetings/workshops, communications, provision of advice and guidance.

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- 7. Contract Management.** The Corporate Records Manager will be the Nominated Officer for SNH's contracted off-site records storage.
- 8. Develop record policies as required and respond to legislative changes.** The post will be responsible for ensuring that SNH's records management policies and procedures are up to date and in line with the current legislative frameworks. The Corporate Records Manager will also develop and maintain procedures and policies which will deliver sustainable electronic records management in SNH.
- 9. Contribute to Information Security policies.** The Corporate Records Manager will participate in the Information Security Forum and discharge associated actions.
- 10. Line management of 2 X B Grade and 1 X C Grade staff member.** The post holder will oversee the delivery of eRDMS document management training, user support and system administration.

## **PERSON SPECIFICATION**

### **Essential criteria:**

#### **Qualifications**

- Hold, or be willing to study for, a recognised professional qualification in Records Management.

#### **Knowledge and experience**

- a sound knowledge of the legislative framework for records management; this includes knowledge of Public Records Acts and also associated legislation such as FOISA, the EIRs and DPA.
- a sound knowledge of records management theory and practice, including current standards and recognised best practice;
- an understanding of the range of records management tools and techniques;
- knowledge of how records management contributes to the achievement of SNH's business, aims and objectives;
- an ability to adapt records management standards and best practice effectively in the SNH setting;
- good knowledge of SNH's key IT systems and understands how records management fits within SNH's information management strategy;
- a good knowledge of records management software applications and their use, specifically Objective (client and Portal) software; and

- system administration and management experience, including business requirements analysis, project management and user acceptance testing.

## **Skills**

- good written and verbal communication skills, including presentation skills and training delivery;
- good time management skills and personally well-organised;
- good analytical skills;
- able to respond to changing needs and different situations;
- experience of project management methodology and techniques;
- ability to work without close supervision and also as an effective team member, including in a leadership role;
- understands and adopts customer focused approaches to delivery and service provision;
- good interpersonal skills and ability to foster sound relations with record managers and other contacts throughout SNH, and externally; and
- flexible and positive approach to the job with the ability to finish allocated tasks.

## **Desirable criteria:**

### **Knowledge and experience**

- has experience or knowledge of other authorities' records management systems and experiences; and
- has previous staff management experience.