

Job Description

Records Management Assistant

Information Governance

Role Structure	Role Details
Directorate:	Corporate Services
Grade:	HCO4
Location:	Modern Records Unit / Home working
Responsible to:	Information Governance Manager

Main purpose of the role

To support the smooth running of the Information Governance & Records Management service by undertaking a variety of administrative tasks. The post holder will work collaboratively with the Assistant Records Manager to provide a high quality and efficient records management service to teams across the council, and will support the work of the wider Information Governance team with general administration tasks including helping with the timely access to files and preparation of files for information requests.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Assist with the retrieval of records stored at the Modern Records Unit (MRU) 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Processing records through the management software used by the MRU. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Carry out general administrative tasks for the Information Governance and Records Management service, including monitoring the MRU mailbox and answering phone calls. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Assist the team to ensure information and records stored at MRU are processed and stored in line with agreed procedures. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Assist with the preparation of records which have reached the end of the retention period for confidential destruction. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Prepare paper records for back scanning. 	<ul style="list-style-type: none"> Weekly



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Assist with the review and update of retention schedules. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Support the administration and delivery of record and information audits carried out by the team. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Support the wider Information Governance team by assisting with timely responses to information requests through printing and scanning of documents for information requests. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Support the team by carrying out research, project work, statistical collection and analysis. 	<ul style="list-style-type: none"> As required



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> Minimum of 3 GCSE's at Grade C or equivalent 	Essential	A, I
<ul style="list-style-type: none"> Computer literate including experience of Excel and Word 	Essential	A, I
<ul style="list-style-type: none"> Willingness to undertake further training as appropriate 	Essential	I
Experience & Knowledge		
<ul style="list-style-type: none"> Experience in administration or records management 	Desirable	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Good communication skills, both written and verbal 	Essential	A, I
<ul style="list-style-type: none"> Experience of working to deadlines 	Essential	A, I
<ul style="list-style-type: none"> Experience or understanding of working with confidential information 	Essential	A, I
<ul style="list-style-type: none"> Able to plan own workload, and prioritise tasks accordingly 	Essential	A, I
<ul style="list-style-type: none"> Good attention to detail 	Essential	A, I
<ul style="list-style-type: none"> Able to work with others to achieve the team's objectives and provide excellent customer service 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Ability to undertake manual handling and physically demanding work in order to carry out duties associated with the movement of files and boxes 	Desirable	I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.





**Herefordshire
Council**

Inclusivity - Embracing diversity,



**Spirit of
Herefordshire**

A place to Live, Work & Thrive

equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

