

Role Profile

Part A - Grade & Structure Information

Job Family Code	5BF	Role Title	Records Assistant
Grade	PS5	Reports to (role title)	Information Governance Team Leader
		Directorate	Children, Families, Learning and Communities (CFLC)
JE Band	161-191	Service	Quality & Performance
		Team	Quality Relationships
		Date Role Profile was created	Feb-19

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Undertake a variety of administrative tasks and driving duties essential to the smooth running of the Information Governance Records Management service.</p> <p>Work collaboratively with team members to provide a high quality and efficient records management service across the directorate and support Information Governance colleagues with timely access to files and preparation of files for information access requests.</p> <p>Arrange and track the secure movement of archived files and documents retrieved from/returned to secure offsite storage.</p> <p>Collect, transport and deliver archived files from and to various locations around the county as instructed ensuring prompt delivery timescales are achieved.</p>
Work Context	<p>The Quality and Performance Division comprises an integrated set of strategic services which support and inform operational services in the department, better engage with our partners and service users and which contribute significantly to our continuous improvement ambitions.</p> <p>The Records Assistant is situated within the Information Governance Team in the Quality and Performance Service of the CFLC directorate, and operates across the directorate.</p> <p>The role holder performs a range of office duties to ensure that archive requests are dealt with efficiently and securely and the directorate receives an effective and timely archive service. They are required to undertake manual handling and physically demanding work in order to carry out duties associated with the delivery and collection of files and boxes.</p>
Line management responsibility if applicable	N/a
Budget responsibility if applicable	N/a

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Ensure information and records are processed and stored to agreed procedures. • Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports. • Prepare and despatch a range of standard correspondence/documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. • Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation. • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow established ordering procedures to ensure adequate resources are available to meet work requirements. <p>Work with others</p> <ul style="list-style-type: none"> • Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit. <p>Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Familiar with one or more of the specific processes used in business, communication, financial or HR administration. • Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Ability to prioritise and plan own workload in the context of conflicting priorities. • Experience of working in a busy office environment.

Details of the specific qualifications and/or experience if required for the role in line with the above description

- Experience of processing data via a computerised system.
- Ability to work under pressure and meet agreed deadlines.
- Ability to use a methodical approach to information gathering, recording and reporting, and understanding of the need for confidentiality.
- Experience of using MS Office, and large complex database management systems.
- Experience of working with people at all levels.
- Demonstrate willingness to undertake continuous professional development.
- Hold a full driving licence, and willing and able to travel within the county.
- Some physical effort and lifting will be required.

Role Summary

Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.

