



records and information officer

reporting to – records and information governance manager

working hours – full time is 35 hours a week. You'll agree your working pattern with your manager.

the purpose of your role

The knowledge team's role is to support and facilitate knowledge and information sharing across the ombudsman. The team also makes sure that people across the organisation follows good records management practices.

In this role, you'll work within the knowledge team, supporting the records and information governance manager with maintaining and implementing retention schedules to ensure we're compliant with our legal obligations. With this emphasis on compliance, the role will help develop and promote improved records management practice across the organisation. This work crosses the whole organisation – working with data and records owners and records support staff in different departments and levels.

how we'll measure your success

- how well you understand our records management policies, practices and tools, including how you've built your knowledge to solve a range of records management issues
- being self-sufficient, proactive and resilient – being able to find solutions to work around barriers
- ability to develop productive relationships with stakeholders across the organisation
- feedback from colleagues, your manager and internal customers on your performance and the relevant products
- how you've lived our values and demonstrated the behaviours we expect of everyone working here every day
- supporting of your team's objectives and commitments to our customers
- meeting your objectives, which you'll agree with your manager developing within your role which will be measured through your personal growth plan (PGP)



you're accountable for...

our customers - our people - our reach - our service

- helping the whole organisation comply with relevant legislative and statutory requirements for records management in a consistent and sustainable way
- managing the records queries and requests we receive through our records management helpdesk
- enabling permission and folder changes so that the right people have access
- making sure content is captured, labelled properly and stored in the right places
- supporting the senior records and information officer in reviewing and updating retention schedules and other relevant documents
- managing the way people dispose of records, in line with our retention schedules, our disposal policy and our security policies, ensuring over-retention is documented and authorised
- managing a productive relationship with records support staff and local records officers, and supporting their work
- contributing to initiatives and projects that support better information and records management
- providing training, advice and support to colleagues on records management policies and procedures – including delivering training for people who create and use records, so that they can follow records management procedures
- delivering on your own objectives in line with our values – and working collectively with the knowledge team to contribute to our commitments as a whole
- making sure we're delivering a fair and efficient service, that reflects the diversity of our customers and our people, through everything we do

your experience includes...

- having a relevant qualification in records, library or information management, or significant relevant experience
- having worked in records or information management in an organisational context – such as a corporate, public body or law library
- being IT literate with a good working knowledge of the Microsoft Office suite
- having an understanding of records management and information management concepts and requirements in an organisational context
- communicating clearly and adapting your style for your audience, communicating technical concepts in plain English
- excellent customer service skills



we are the ombudsman ...

We use our professionalism, knowledge and experience to guide all our actions and decisions. This means we're proud to:

make fair decisions that *feel/fair*

- we listen to understand so we can get to the heart of a problem and show we care
- we take personal responsibility to get things done with practicality and efficiency
- we understand that all our actions and decisions need to make sense and be trusted

put people first

- we use our tone – which helps us look, feel and sound human, thoughtful and balanced – carefully and consistently in everything we do
- we recognise everyone's different and tailor how we work to take individual needs into account
- we want to know and care about the world around us, because it's vital we stay relevant and accessible

make things better

- we're proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don't feel fair
- we're flexible and resilient – adapting quickly to change and keeping up the momentum

provide value

- we understand the value of our knowledge and share it to help others as well as learn from our own experiences
- we value teamwork and the contributions others make, and together we improve things that aren't working as well as they could
- we have a budget and commitments to meet – so we care about the resources we use and the money we spend