

## Job Description

**Job Title:** Corporate Information Management (CIM) Operations Assistant

**Grade:** Scale 2 – 4

### Overall purpose of the job

To provide postal services, mail fulfilment, and administrative support to colleagues and offices of the County Council enabling the Council to deliver a customer focussed, effective and efficient Postal and Records Management service.

To carry out records management duties, in support of the Corporate Information Management (CIM) team.

To provide administrative, and financial support to the team and office.

### Main accountabilities

	<b>Main accountabilities</b>
1.	<b>Postal Services</b> Perform a range of postal and fulfilment duties, including: <ul style="list-style-type: none"> <li>Sort and process incoming mail by placing mail in pigeonholes and mail bags ready for delivery around the County</li> <li>Sort and process incoming mail by scanning items for services, enabling electronic delivery and receipt</li> <li>Work with services to prepare templates so that letters and documents can be sent to the post room for fulfilment</li> <li>Process requests sent to the post room which includes printing, folding franking, and operating machinery involved in the packaging of post and parcels</li> <li>Prepare mail for collection by various couriers and suppliers, checking mail meets the standard and advising staff on processes to ensure best value for money</li> <li>Assist with the day-to-day management of the Council's internal courier service</li> </ul>
2.	<b>Records Management</b> Undertake the records management duties, including: <ul style="list-style-type: none"> <li>Use databases, spreadsheets and catalogues to record information about records</li> <li>Administer the team's records database, tracking the loan of records and conducting routine follow-ups in order to secure the return of records</li> <li>Handle records in accordance with office procedures and guidelines, and with due care and attention, to ensure their safety and security. Ensure that access to information about the records and to the records themselves is controlled in accordance with relevant legislative requirements e.g. the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and Freedom of Information Act 2000</li> <li>Prepare records for transfer to internal or external storage, including indexing to the required standard. Advise CIM customers on placement of records into storage and provide assistance and training as required</li> <li>Undertake the routine location, retrieval and replacement of records</li> </ul>

	<p>management boxes. Record location information for recently received boxes, survey storage areas and transfer data to electronic formats</p> <ul style="list-style-type: none"> <li>• Transport records between repositories or elsewhere as required, ensuring their security and safety whilst in transit</li> <li>• Liaise with the external storage contractor to facilitate records storage, retrieval and disposal from them, following internal procedures</li> <li>• Arrange the routine disposal of records liaising with CIM customers, in accordance with the Council's retention policy. Contribute to the modernisation and improvement of CIM team and carry out activities in support of electronic document records management</li> </ul>
3.	<p><b>Office Support</b></p> <ul style="list-style-type: none"> <li>• Ensure an accurate, confidential and effective service by maintaining up-to-date filing systems (paper and electronic), and security of information in accordance with the policies and procedures of the Council and relevant legislation</li> <li>• Deliver an efficient and customer focussed service, by processing and responding to incoming communication, taking messages, photocopying and distributing information as necessary</li> <li>• Assist in the delivery and development of service communication, using information systems to generate reports, and documents</li> <li>• Assist in maintaining supplies to facilitate the smooth running of the office</li> <li>• Undertake general administrative tasks to support the service as required</li> </ul>
4.	<p><b>Financial Support</b></p> <ul style="list-style-type: none"> <li>• Assist with financial controls and reporting within the team. For example, coding of items for internal re-charges, monitoring expenditure, checking and running of reports</li> <li>• Administer other payments and transactions (e.g. provide stamps) and ensure safe keeping of monies</li> </ul>
5.	<p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Ensure all action taken in the working environment is compliant with Health and Safety procedures and risk assessments, taking action where needed to reduce the risk to self and others</li> <li>• Contribute to maintaining a safe working environment</li> </ul>
6.	Demonstrate an awareness and understanding of equality, diversity and inclusion
7.	Ability to contribute to our commitment of becoming a Net Zero organisation by 2030

## Person Specification

### Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
General Education to GCSE standard with an A-C grade in English and Maths or equivalent standard	English and Maths or equivalent	Essential
<ul style="list-style-type: none"> <li>National Vocational Qualification (NVQ) Level 2 or equivalent</li> <li>English Computer Driving Licence (ECDL)</li> </ul>	NVQ Level 2 or EDCL in a relevant subject to the role	Desirable

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Business Systems and Technology	Working understanding of Windows and Microsoft Packages (including Word, Excel, PowerPoint and the Internet)	Essential
	Ability to learn how to use other IT systems and software	Essential
Corporate and Legal Requirements	Understanding of confidentiality	Essential
	Understanding of Health and Safety requirements	Essential
Business Administration	Knowledge of office systems and procedures	Desirable
Public Sector/Local Government Services	Knowledge of Council policies and procedures	Desirable
<b>Skills</b>		
Numerate and literate	Accuracy and attention to detail in numerical and written tasks	Essential
Communication	Able to communicate effectively with others, including a confident telephone manner	Essential
Business Systems and Technology	Able to utilise IT systems and work with others to deliver services	Essential
Flexible Working	Able to work flexibly to meet the demands of the service	Essential

Customer Service	Good customer service skills, especially applied to responding to enquiries	Essential
Working with others and working environment	Ability to work as part of a team, and train others	Essential
Initiative	Able to work on own initiative, and organise workload within CIM Team parameters	Desirable
Professional Development	Committed to ongoing professional and role development, including working towards professional records management or archive qualifications	Desirable
Continuous Improvement	Commitment to continuous service development	Desirable
Health and Safety	Completion of a manual handling course	Essential
<b>Experience</b>		
Business Administration	Experience of working in an office or administrative environment	Essential
Postal Experience	Experience of working in a postal environment	Desirable
Records Management	Experience in Records Management, Archives or a similar field	Desirable
Public Sector/Local Government	Experience of local authority working	Desirable
Equality, Diversity and Inclusion	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential

### Disclosure level

What disclosure level is required for this post?	None ✓	Standard
	Enhanced	Enhanced with barred list checks

### Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed ✓	Hybrid	Field	Remote	Mobile
--	---------	--------	-------	--------	--------