

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Records Officer

Information Governance, Legal & Governance

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

To provide efficient and effective general administration services to the Records Management team and wider Information Governance services. To assist the Corporate Records Manager to deliver reductions to the Council's reliance on external and internal document storage and archive provisions.

As a support role the post holder will actively maintain and manage the physical records needs of West Northamptonshire Council as part of a larger Records Management team. This will involve liaising with a wide variety of departments and directorates at various levels of seniority throughout the council. Tasks will include supporting the delivery of external document storage capacity and assisting services to manage their archived records and destruction in compliance with policies and procedures. Maintenance of council owned local archives, alongside the maintenance and upkeep of invoice payments of third-party storage space.

This role is key to helping Information Governance deliver improvements to Records Management practices, data compliance and the Council's THRIVE organisational values and behaviours.

## **Accountable to:**

This role is accountable to the Corporate Records Manager. The role sits within Information Governance as part of the wider Legal and Governance Service in the Corporate Services Directorate at West Northamptonshire Council.

## **Responsibilities:**

1. To provide general administrative support, including; the payment of external document storage invoices; receiving and processing document recovery requests; assisting with the management of internal archive spaces; updating files; maintaining records, and dealing with records management advice and queries.
2. To support Information Asset Owners, gathering and distributing papers and taking minutes for the Corporate Information Governance Board meetings, gathering information and maintaining project documentation, answer general enquiries in person, by email and by telephone and record actions on the IG case management system.
3. To maintain the services' Intranet and Internet pages, ensuring completeness, timeliness and accuracy of information.
4. Ensure that office based administrative and computer systems, records, databases and project files are maintained and regularly updated and monitored regarding the accuracy of such information. Set up new recording systems if necessary.
5. To provide support for the Information Governance services team as required. To assist with the collection and collation of Freedom of Information (FOI) and Data Protection enquiries along with maintaining records.
6. To undertake other duties as directed from time to time, consistent with the responsibilities and grading of the post.

7. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Proficiency with Microsoft Excel relevant to the service, including interrogating and inputting information and producing reports	Essential	<b>A, I</b>
Courteous and effective communication skills for both internal and external customers, providing them with advice and guidance on complex queries	Essential	<b>I</b>
Maintain high levels of accuracy and data quality, delivering work in a timely manner and within required project timescales	Essential	<b>A, I</b>
Experience using a case management system	Desirable	<b>A, I</b>
Ability to work independently and use initiative to solve complex work priorities	Essential	<b>A, I</b>
Work collaboratively to deliver large-scale projects to a high standard	Essential	<b>A, I</b>
Forward-thinking approach to effectively planning and executing large-scale projects in line with team needs	Essential	<b>A, I</b>
Financial accountability, including processing invoices, creating purchase orders, and managing related tasks		
<b>This is applicable to all roles in WNC that are required to use IT equipment:</b> Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	<b>A, I</b>

Knowledge:	Essential / Desirable	Measured by
Understanding of Data Protection principles	Desirable	<b>I</b>
A working knowledge of services provided by the Council	Desirable	<b>I</b>
Extensive knowledge of retention periods and schedules	Desirable	<b>A, I</b>
Good understanding of archive practices and the Public Records Act 1958, with strong attention to detail	Desirable	<b>A, I</b>
Awareness of the workload and responsibilities of the wider Information Governance team	Desirable	<b>A, I</b>
Experience processing invoices and creating Purchase Orders	Desirable	<b>A, I</b>
Ability to maintain the Intranet/Internet pages for the service	Desirable	<b>A, I</b>

Relevant experience:	Essential / Desirable	Measured by
Experience of working in an office or library environment	Essential	<b>A, I, D</b>
Experience of working with a wide variety of internal and external customers	Essential	<b>A, I, D</b>
Experience in local government or other public sector environment	Desirable	<b>A, I, D</b>
Experience of record-keeping and data entry	Desirable	<b>A, I, D</b>
Understanding of Data Protection compliance	Desirable	<b>A, I, D</b>

Education, training and work qualifications:	Essential / Desirable	Measured by
Minimum of 2 GCSEs at Grade C or above, or equivalent – English and Maths	Essential	<b>A, D</b>
NVQ 3 or equivalent experience – Records and information management	Desirable	<b>A, D</b>

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

**Additional pre-employment checks specific to this role include:**

- Standard Disclosure

## Day-to-day in the role:

<b>Hours:</b>	37.0	<b>Primary work base:</b>	Guildhall / One Angel Square
<b>Job family band:</b>	Band 4	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£28,016 - £29,513	<b>Budget responsibility:</b>	
<b>People management responsibility:</b>			

**Working conditions & how we work:**

This role requires the expectation of occasional manual handling, with various large and heavy boxes in archive storage requiring movement and investigation. Appropriate tools to facilitate this work will be provided along with manual handling training. This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b>	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b>	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b>	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b>	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b>	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b>	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

