

# Hertfordshire County Council Job Outline



**JOB TITLE:** Records Officer  
**GRADE:** H3  
**REPORTS TO:** Records Management Practitioner  
**TEAM:** Information & Governance  
**DEPARTMENT:** Resources

## Purpose of the Job

- To provide efficient and timely access to County Council records stored with Hertfordshire County Council's Records Management Service
- To facilitate improvements in record keeping, in line with County Council policy and the *Code of Practice* under section 46 of the *Freedom of Information Act 2000*
- To support compliance with the *Data Protection Act 1998*, *Freedom of information Act 2000*, *Environmental Information Regulations 2004* and associated legislation.

## Main Areas of Responsibility

1. To be responsible for the secure physical collection, temporary storage, transport and return of the County Council's paper and electronic records
2. To arrange the retrieval and delivery of records from the County Council's off-site storage contractor, and from other internal / external record repositories, to meet agreed service level requirements
3. To use records management systems to track and index the records held by, or on behalf of, the County Council
4. To undertake the appraisal of records in accordance with the County Council's retention and disposal arrangements
5. To provide basic guidance and support to County Council business units on compliance with Records Management policies and procedures
6. To provide an efficient Records Management enquiry and referral service to County Council business units in person, by telephone and by email

7. To promote best practice in Records Management by contributing to the development and provision of online and hard copy reference materials
8. To carrying out information and record audits at County Council sites, and at the County Council's off-site records storage facility
9. To monitor the performance of the County Council's off-site records storage contractor, and report issues to the *Records Management Practitioner*.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

A highly organised and motivated individual, you will be able to manage a large workload efficiently and effectively. You will have excellent oral and written communication skills and will be able to work accurately and methodically under pressure, paying close attention to detail to ensure a consistent and reliable approach.

A quick, keen and able learner, you will be able to exploit databases to index, locate and track the movement of records. With a practical and flexible approach to your work, you will be able to handle highly confidential and sensitive personal data in an appropriate manner.

Please provide a supporting statement covering the 6 key questions below:

1. How do you plan and prioritise your work to make the most efficient use of your time?
2. What type of information have you worked with which you consider to be confidential or sensitive, and what have you done to make sure that you have worked with this information in a secure and appropriate manner?
3. What experience do you have of using databases or electronic information systems?
4. What best demonstrates your personal commitment to equality and diversity, and how is this reflected in the way you approach your work?

5. What do you do to make sure that you're communicating effectively, and how has this been demonstrated in the various communication formats you have used?
6. What do you understand about Records Management, and its role in a large organisation like Hertfordshire County Council?

## **Diversity and Inclusion**

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).