



Job Description	
Job title	Records Management Business Support Assistant
Grade	D
Directorate	Governance and Assets
Section/team	Information Governance
Accountable to	Liz Diack
Responsible for	N/A
Date reviewed	28 June 2021

Purpose of the Job

To provide efficient administrative support to the Legal Services' Information Governance service area specifically the Records Management function of the Council, assisting in meeting its objectives and priorities.

To work flexibly across the service area, assisting the wider Information Governance function as and when required as is appropriate for the skills required for the post.

To embrace the Government's [Digitisation Strategy](#) by initiating new working practices for the Council's Paper Records Storage & Retrieval Service by making the service '*digital by default*'. To ensure where possible that the Council's paper assets are converted to and held electronically to allow fast retrieval and sharing in order for staff to effectively undertake their role.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

FINANCIAL PROCESSING

- Simple financial business transactions including ordering stationery including archive boxes and office equipment

IT - MICROSOFT PACKAGES

- Working knowledge of Outlook and Office 365
- Accurate input of prepared data into Excel spreadsheets
- Find and retrieve, documents as required
- Accurate input of prepared data into Access databases where required



- Arrange meetings via Outlook, Office 365 Teams; create distribution lists and all associated functions
- Create simple Excel spreadsheets to store data/information
- Utilise reporting and other functions of Access databases
- Type accurate, complex reports to a high standard
- Creation of simple PowerPoint slides to display information

COMMUNICATION / CUSTOMER CARE

- Handling calls in relation to own work/role
- Perform receptionist duties for team, greeting and receiving clients and visitors where required
- Accurate message taking in absence of staff and timely notification to appropriate recipient via Email
- Thorough knowledge to redirect callers appropriately
- Can actively decide level of importance of calls and acts appropriately, e.g. escalation of calls rather than message taking when appropriate
- Awareness of the area responsibilities and can redirect queries accordingly
- Production of service specific written correspondence to customers/clients/partners

FILING - ELECTRONIC & MANUAL

- Undertake filing duties as instructed, including cataloguing of files, retrievals, return and destruction of records as instructed
- Creation of new files as required, in recommended format
- Ensure filing adheres to Council records management and clear desk policy
- Accurate scanning and indexing of appropriate documents and post in Electronic Document Management areas using scanning and indexing software in accordance with process and procedures
- Ability to navigate SharePoint and Office 365 to access and store information
- Ability to create links within 'my site' and other SharePoint sites or other systems used by the Council.
- Compliance with information security protocols and scanning criteria
- Administrative support to Information Governance (IG) including recording and filing data breach work, information sharing agreements, Data Protection Impact Assessment within SharePoint and Office 365
- Initiation of new/improved filing systems
- File management and retention in conjunction with Records Manager or Data Protection Officer
- Use of SharePoint as preferred method for document storage and ability to create logical document files and libraries.

MINUTE TAKING

- Note taking at Information Governance meetings as required.
- Circulation of accurate notes taken to relevant parties, as required
- Circulation of accurate minutes taken to relevant parties in accordance with required timescales.



- Sourcing and notification of meetings ensuring the correct parties attend if required.

POST DISTRIBUTION

- Provide support where required to scan incoming mail, in appropriate areas, in accordance with procedures.

RECORD KEEPING & INFORMATION MANAGEMENT

- Accurate data input relating to generic or Team specific processes including service wide or local management information systems. (in particular Papyrus Paper Records Management system and Information@Work)
- Comply with information security protocols.
- Follow procedure for the disposal of confidential waste.
- Monitoring and basic housekeeping of the Council Data Protection Officer and Information Security mailboxes and IG SharePoint folders
- Perform other administrative tasks to support the Data Protection Officer & IG service as and when required as is appropriate for the skills required for the post.

GENERAL RESPONSIBILITIES

- Uphold equal opportunities in employment, in advice and in service delivery.
- Comply with all requirements of the Health & Safety legislation and Council policy, taking appropriate action where necessary.
- Undertake other appropriate duties determined by managers that are consistent with the grade and which contribute towards the achievement of the service objectives and the personal development of the individual.
- Dealing with requests for assistance from records management service users and where necessary handing on requests to appropriate person(s).
- Assist in the delivery of services on time and to customer satisfaction.
- Assist in developing procedures for the smooth administration of the team.
- Play a positive role in developing service culture and quality.
- To uphold equal opportunities in employment, in advice and in service delivery and comply with all requirements of the Health and Safety legislation and Council Policy, taking appropriate action where necessary.
- Undertake Performance Review and Development, with line manager, identifying appropriate technical and personal targets.

Health and Safety

- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger



Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.