

Role Profile

Job Title:	Records Management Lead
Location:	Colindale
Department:	Records and Information Management
Directorate:	Assurance and Public Protection
Grade:	Grade J
Type of Working:	Hybrid (3 days in the office)
Reports to:	Service Manager – Records and Information Management

1. Profile Summary:

Providing assurance that the council's information is effectively supported at every stage of the information management lifecycle is one of the core responsibilities of the Records and Information Management Team. This involves ensuring that from its creation or collection, use and public access, through to its eventual long-term retention or destruction, the council is compliant with best practice and legislation, and information is easy for the business to access, use, and share as appropriate.

This role will be responsible for leading on the Records Management function for the council. Providing expert support to the Service Manager by acting as a strategic and technical lead in the area of Records Management.

- Drive the Records Management agenda within the authority, working closely with the Service Manager and Head of Assurance and Business Development to meet the changing needs of the council.
- This role will act as a trusted source providing specialist advice and guidance to colleagues and Senior Managers across the council on the storage, maintenance, security, access, sharing, preservation and disposal of information, records and data in all formats to ensure the Council meets its statutory and legal requirements.

The role will work collaboratively with the Transparency and Information Rights Lead and the Privacy and Data Protection Lead to provide an efficient and robust service that not only meets operational, statutory and legislative requirements, but also ensures the constant drive for improvement and efficiency across the service and the council.

2. Key accountabilities:

Specific Records Management Lead Responsibilities

- Develop a strategic approach to a compliant and robust Records and Information Management programme to support the information management lifecycle, which centres on the improvement of standards and knowledge across the council, which will feed into the team strategy.
- Develop and deliver the council's strategy for the management of Information Assets and Retention and Destruction for records and information in all formats across the council.
- Develop methods for reconciliation of data within existing systems to improve retention decisions and retrieval of data
- Lead on contract monitoring of the third-party provider for the operational delivery of off-site storage and scanning; ensuring consistency in service and accuracy is maintained to the highest level at all times.
- Provide expert advice on all aspects of Records Management. Providing input into new procurements, contracts and system implementations or decommissions as appropriate.
- Monitor and provide reporting to the Service Manager for the centralised records management budget; highlighting cost efficiency savings, and ensuring that the council is receiving value for money from the third-party storage provider.
- Act as point of arbitration for urgent retrieval requests from off-site storage, to minimise premium rated delivery costs.
- Provide expert direction and guidance to other officers within the team in areas of Records Management. Acting as mentor and subject matter expert.

ALL LEAD OFFICER RESPONSIBILITIES

Strategy and Policy Development:

- Work collaboratively with the other Lead Officers to design and implement a programme of record keeping compliance monitoring and reporting, to allow critical assessment of the effectiveness of policies and processes. Provide oversight and assurance to the Service Manager.
- Assist the Service Manager and SIRO to identify and manage information risk.
- Own, develop, implement and promote the council's policies, procedures and guidance relating to your lead specialism. Reviewing, updating and amending regularly in line with legislation, regulation, best practice; ensuring they are easy to use.
- Review council projects and service delivery and provide specialist advice on Records and Information Management, including advice on and promotion of collaborative working and assessment and management of information-related risk.
- Work closely with stakeholders to ensure best practise is applied in relation to Records and Information Management
- Deliver, with information management colleagues, the implementation of information management improvement initiatives and developments across the council.
- Continually review processes and identify efficiencies and improvements across Records and Information Management.
- Lead on regular monitoring and reporting as necessary on service delivery, budget, KPIs and SLAs to colleagues, boards and senior management.

Leadership and Management:

- Work collaboratively with other Lead Officers to ensure team resources are allocated appropriately to meet ever-changing service demands.
- Develop initiatives to promote and enhance supportive and co-operative working relationships with Link Officers, Records Champions, Information Management Governance Groups (IMGGs) and partners.
- Inspire creativity and flexibility in the management and application of Record and Information Management solutions.
- Lead records management change activity across services, developing engagement plans, communications and training to support adoption, compliance and effective information management practices.
- Lead on the monitoring and progress of all Records and Information Management related projects.
- Work closely with our IT partner in ensuring all implemented IT solutions have taken into account Records and Information Management processes. Ensuring solutions are compliant with both best practice and statutory obligations.

Legislative Compliance/Legal Advice:

- The post holder must maintain an expert level of knowledge in the role specialism (Records Management, Privacy and Data Protection, or Transparency and Information Rights), through continued self-learning and development. This means maintaining an excellent working knowledge of relevant legislation, codes of practice, regulations and best practice.
- The role must also ensure it has a healthy knowledge of other Lead Officer specialisms such as the Lord Chancellor's Code of Practice on the management of records, applicable data protection and privacy laws, information rights legislation, Transparency Code of Practice, and British standards relating to Records and Information Management, including ISO15489 and BS10008.
- Work with public body and partnership colleagues to exchange information and develop best practice in Records and Information Management, through attendance at groups and forums. Provide and encourage continuous improvement and education to specialist roles within the Information Management Team, Link Officers, Information Management Governance Group Officers, and the SIRO.
- Maintain a high level of confidentiality and discretion in dealing with matters relating to data protection, security and privacy law.
- Interpret advice and instruction given by the ICO, government departments and other agencies and provide briefings and recommendations for senior officers as required.
- Maintain a working knowledge of legislation affecting the service delivery of public bodies and partners, as they apply to and interact with Records and Information Management legislation, eg child and adult social care, planning and regulatory services, and crime and disorder.

Reporting

- Support the Service Manager on the development of key Records and Information Management indicators, ensuring they focus on and improve performance across the council.
- Lead on the collation, presentation and regular reporting of Records and Information Management data to a variety of audiences.

- Provide reporting and briefings to the Service Manager as required and necessary to provide assurances and oversight of how your lead area is performing.

Training, Awareness and Communication:

- Raise the profile of Records and Information Management, ensuring that officers understand their roles and responsibilities within the council.
- Identify, develop, deliver and monitor training for a variety of audiences across the council and partners, tailoring the training to their role and responsibilities.
- Proactively engage with council delivery units and partners to provide advice and guidance.

3. Financial Responsibilities:

- Monitor and provide reporting to the Records and Information Management Service Manager for the centralised records management budget; highlighting cost efficiency savings and ensuring that the council is receiving value for money from the third-party storage provider.
- Assist with identifying savings and more efficient ways of working across the service.
- Support the management of the Records and Information Management budget ensuring the service continues to offer value for money and identity efficiencies

4. Health and Safety Responsibilities

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Note: Minimum criteria will be used to shortlist candidates on the Disability Confident Scheme

Criteria	Minimum/Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Relevant degree; relevant professional certification / qualification; or evidence of continued study in the areas of records and information management for a minimum of 3 years.	Essential	Application/Interview/Pre-employment
Experience & Knowledge		
Excellent working knowledge of Lord Chancellor's Code of Practice on the management of records; and international and business standards relating to Records and Information Management including: ISO15489, ISO16175, BS10008	Essential	Application/Interview
Experience developing retention, disposal, metadata and information asset management approaches in a complex organisation	Essential	Application/Interview
Proven experience with M365 records governance, SharePoint information architecture, retention policies and supporting migration projects.	Essential	Application/Interview
Practical experience leading records management improvements across M365, SharePoint or equivalent digital collaboration platforms.	Essential	Application/Interview
Experience advising on records management requirements for new	Essential	Application/Interview

systems, procurement, digital projects or service redesign.		
Good working knowledge of data protection, FOI/EIR legislation, Transparency and how it relates to records management	Desirable	Application/Interview
Experience of public sector and political awareness	Desirable	Application/Interview
Experience supporting large-scale data migration, data quality improvements, shared drive cleansing or digital workplace rationalisation	Essential	Application/Interview
Experience of supporting emerging technologies such as Artificial Intelligence from an information governance perspective	Desirable	Application/Interview
Skill & Ability		
Ability to work on own initiative with minimal supervision to create innovative solutions and cost saving proposals; recognising when to escalate matters through the management chain	Essential	Application/Interview
Ability to draft clear and effective policies and guidance, and deliver training for a variety of audiences, ensuring legislative compliance and buy in from colleagues and delivery units	Essential	Application/Interview
Knowledge of and experience in evaluation and research methodologies, including a robust understanding of quantitative and qualitative approaches and relative strengths	Desirable	Application/Interview
Experience of exercising independent judgment	Essential	Application/Interview
Excellent stakeholder management with the ability to confidently communicate with and influence others in the face of challenging or conflicting priorities	Essential	Application/Interview
Ability to manage own workload and to meet statutory and internally set deadlines	Essential	Application/Interview
Experience of working effectively as part of a team, and leading teams to manage	Essential	Application/Interview

Caring for people, our places and the planet

workload in the face of conflicting priorities and time sensitive needs		
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview

Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview