

Records Management Support Officer – B1

Overview

The eRDM Records Management Team is part of the Knowledge and Information Management Branch in the Information and Technology Services (iTECS) Division. The team are responsible for managing the SG corporate record through applying the policies and rules of the SG Records Management Plan which has been approved by the Keeper of the Records. The team also administer the eRDM system and provide guidance on good records management practice.

The successful candidate will be line managed by the Deputy Corporate Records Manager and work closely with the team leads in the Knowledge and Information Branch in order to support the SG's legal obligations for managing information.

Main Duties

- Support the Deputy Corporate Records Manager in developing file plans for new business areas and assist existing users of eRDM with restructuring of current file plans.
- Provide advice to colleagues on all aspects of records and information management. This will include being a contact point for Information Management Support Officers (IMSOs) and arranging and delivering events for this group of staff as required.
- Support the Scottish Child Abuse Inquiry Liaison Records Manager with requests to search ERDM for terms provided by the SG Response Unit to the Scottish Child Abuse Inquiry as required.
- Assist the Scanning Manager with redaction exercises and requests from customers to digitise paper files as required.
- Support the Legacy Paper File Records Manager with work relating to our legacy paper records as required.
- Lead responsibility for reviewing SG legacy paper files to determine if it is appropriate to release information to the public or apply an exemption to its release. This will include managing the transfer of these files to National Records of Scotland (NRS).
- Work flexibly to support the wider objectives of the Branch and other priorities and pressures.

Essential Criteria

1. Strong written and oral communication skills required for communicating complex information to a range of audiences;
2. Able to work proactively and independently showing initiative and contributing ideas;
3. Possesses strong interpersonal and team working skills;
4. Strong planning and organisational skills with a proven ability to meet deadlines.

Desirable Criteria

1. Strong working knowledge of core ICT systems particularly the MS Office suite and eRDM.
2. Previous experience in records management, information governance and an understanding of SG data and information storage in electronic and physical form.

Competencies Required

1. Self-Awareness
2. People Management
3. Communications and Engagement
4. Analysis and Use of Evidence