A3 Job Profile for eRDM Records Management Team Support Officer – IRC81787

Applications are invited from staff in Band A for an A3 eRDM Records Management Team Support Officer vacancy based at Saughton House, Edinburgh. Staff on any working pattern may apply for this post.

This vacancy contributes towards the Scottish Government National Outcome: "Our public services are high quality, continually improving, efficient and responsive to local people's needs". **For information on Scottish Government National Outcomes visit [this website](#).**

Overview
The post holder will have a key role in providing support on all eRDM issues and enquiries. eRDM is the Scottish Governments record management system.

Main Duties
• Working as part of a team to provide advice on file plan maintenance and the creation of files, processing file requests which are received;
• Closing files in line with their records schedule and also on request from the customer;
• Providing advice on how to restrict access to files where required;
• Being the first point of contact for dealing with telephone enquiries on eRDM records management;
• Responsibility for responding to requests for assistance via i-fix and the team mailbox;
• Assisting with maintaining the team's desk instructions, providing suggestions on how our processes can be improved.

Competencies and Experience Required
Team Work
You will be able to meet your agreed objectives and work well as part of a small team. You will build and maintain good working relationships with colleagues and contribute towards improving the performance of the team.

Customer Service
You will be dealing with enquiries from all levels of staff and should maintain a high standard of customer service in all cases. It will be important that you provide sound advice and deal with all enquiries quickly and efficiently.

Self Awareness
You should be able to demonstrate that you are clear about your work objectives and priorities and able to organise your workload accordingly.

Information Management
You will be part of a team who have responsibility for maintenance of the Scottish Government file plan. It will be important that you quickly gain a sound understanding of eRDM and records management policies.

Communications and Engagement

You will be the first point of contact for responding to queries on eRDM so it will be essential that you are able to provide clear and accurate advice to customers both verbally and in writing.

Essential Criteria
• Ability to organise and prioritise workload to meet agreed deadlines;
• Strong verbal and written communication skills;
• Ability to work well as part of a small team

Desirable Criteria
• Some awareness of general good practice in records management