

Senior eRDM Records Management Team Support Officer – A4

Overview

The eRDM Records Management and Operations Team are responsible for administering the eRDM system and providing guidance on good records management practice. The Team is also 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 post-holder will work closely with the eRDM Records Management Team Leader and will support the members of the eRDM Records Management team.

Main Duties

Support the team in raising awareness of eRDM and the Information Management Principles. This will include engaging with customers during floor-walking and roadshow events, and looking at effective communication tools.

Provide advice to eRDM users on all aspects of records management. This will include responsibility for responding to requests for assistance via i-fix and the team mailbox within the SLA.

Manage EASEbuy requests for the branch.

Lead responsibility for managing the transfer of files selected for permanent preservation to National Records of Scotland (NRS).

Line management responsibility for two A3 members of staff.

Essential Criteria

1. Strong interpersonal and team work skills;
2. Ability to organise and prioritise workload to meet agreed deadlines;
3. Strong working knowledge of records management policies and procedures, information governance and an understanding of SG data and information storage in electronic and physical form;
4. Excellent written and oral communication skills and confidence in dealing with a range of people at all levels.

Competencies Required

1. Team Work
2. Customer Service
3. Information Management

4. Communication and Engagement