Job description

Job title: Records Manager
Level: Manchester IT Level 3
Directorate: Resources
Section: IS
Location: 3 Hardman Street
Reporting to: Head of Information Security and Records Management

Job purpose

The Records Manager will be responsible for Records management functions at the GMC including managing the Records and Scanning team on a day to day basis, ensuring compliance with our records management policies, procedures and BS 10008.

They will be working with colleagues from across the GMC to ensure compliance with our Records Retention and Disposal Policy.

Providing management information on Records and Scanning activities, including writing formal governance papers, policies and procedures and briefing notes and presenting complex information in an accurate, succinct and clear manner.

Supporting IT development opportunities and new initiatives from a records perspective, providing assistance and guidance in line with records management best practice and our policies and procedures.

Providing records management training, guidance and raising awareness of records management best practice.

Main responsibilities

1. Management of the Records and Scanning team and their existing functions, ensuring team SLA’s are met and work is carried out in line with records management best practice principles and in compliance with BS10008.
2 Supporting the development of systems and processes, possessing a keen attention to detail and high level of accuracy promoting excellence in records management.

3 Establishing and maintaining a new records management system in SharePoint to underpin our O365 environment.

4 Developing, maintaining, verifying and evaluating existing systems, ensuring our records retention and disposal arrangements are consistent and BS10008 compliant.

5 Management of our Records Retention and Disposal Project to align our records retention with our Policy.

6 Providing best practice advice and training to staff who require access or have responsibility for maintaining records to ensure compliance with our policies and procedures.

7 Dealing with enquiries and requests for information from both internal and external customers

8 Ensuring that legal, financial or policy requirements and controls are complied with

9 Ensuring that GMC data is protected in line with our information security policies.

10 Classifying and indexing records, ensuring that records are easily accessible when needed.

11 Pro-actively identifying areas for improvement and working with colleagues to implement improvement measures, applying a continuous improvement approach.

12 Keeping up to date with records management developments and data protection legislation and best practice guidance.

13 To apply and manage the relevant diversity and equality policy and practice relevant to the role.

14 To apply the relevant management systems, procedures and policies relating to risk management, health and safety, information security and business continuity.

15 Any other reasonable duties as may be assigned from time to time.

November 2019
Key skills

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**Level:** Manchester IT Level 3  
**Directorate:** Resources  
**Section:** IS, Information Security and Records Management  
**Location:** 3 Hardman Street, Manchester  
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**Key skill 1 - technical knowledge and skills**

- **a** Extensive experience in a Records Management role, managing a small team dealing with both paper and electronic records within professional services is essential.

- **b** Strong working understanding of records management best practice principles, BS 10008 and data protection principles under GDPR and DPA.

- **c** The post holder will require excellent IT skills and be able to use MS Office Suite products and Electronic Document and Records Management (EDRM) applications.

- **d** Working knowledge and experience from a records management perspective of SharePoint is essential and experience with Opentext EDRM is highly desirable.

- **e** Advanced working knowledge and experience using MS Excel and similar products to perform complex data analysis is essential for this role.

- **f** Working knowledge of the application of automated systems and tools to enable secure, scheduled destruction of electronic records in line with records retention and disposal policies is essential.

- **g** Experience in records retention and disposal project management and implementation of medium to large scale projects.

- **h** The ability to undertake complex analysis and problem solving and communicate the results clearly.
Experience of performing accurate and detailed analysis of statistical data to produce high quality written management reports is essential.

Development and implementation of records management policies and procedures

A graduate and / or post-graduate or similar qualification in either information management or records management is essential.

Key skill 2 - communications skills

A high standard of written communication skills is essential. The post holder will be able to present information on complex issues clearly and succinctly for a wide range of audiences, with a high level of accuracy and attention to detail.

To have a strong background providing advice, guidance and training in line with organisational policies and procedures in a records management context.

Prepare clear and concise presentations and documentation, including processes and procedures, formal governance reports statistical information and informative briefing material in a format suitable to the audience. Presenting arguments both verbally and in writing in a persuasive manner.

Key skill 3 - interpersonal skills

The post holder will manage the Records and Scanning team and will liaise effectively with colleagues at all levels across the organisation, along with consultants and other key stakeholders.

The ability to build and maintain strong working relationships, establishing their credibility and collaborating effectively with internal and external colleagues.

To ensure our services and contact with customers are delivered in line with the standards and expectations of the GMC’s customer service strategy.

Key skill 4 - organisation skills

The post holder must have excellent organisational skills and be able to manage conflicting individual and team priorities whilst delivering high quality and accurate work to service level agreements, objectives and tight deadlines.

They must ensure that effective systems and procedures are in place which make best use of the resources available and take into account new initiatives or organisational developments.

The post holder must be able to work on their own initiative and to take ownership and responsibility for their work.
Key skill 5 - innovation and problem solving skills

u Analytical ability to quickly cut through problems and to identify solutions.

v To be pro-active, possess a can-do attitude and have the ability to make recommendations to improve processes and procedures and to lead their implementation in a timely manner.

w The post holder will be required to use their judgment to make effective decisions relating to best practice records management delivery, practice and procedure.

Key skill 6 - people management skills

x The ability to line manage staff effectively, promoting efficiency and supporting staff development. They will need to be comfortable working with other managers and teams outside of direct line management arrangements.

y A good understanding of equality and diversity issues and best practice relating to the responsibilities of the role.

z A good understanding of business processes and policies relating to the risk management, health and safety, business continuity and information security requirements of the role.

November 2019
Terms and conditions

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The following terms and conditions apply to this post.

Salary band £43,946 to £66,430. This is the salary band for the role and the successful candidate will move through this band whilst in the role. We look to appoint successful candidates towards the bottom of the salary band.

Annual leave 25 days a year, increasing by one day for each year of service up to a maximum of 30 days. You are required to use up to two of these days should the GMC decide to close its offices over Christmas.

Pension Our workplace pension is the GMC Group Personal Pension Plan, which is operated by Aviva. This is defined contribution scheme where members receive a 15% employer contribution. There is no requirement for you to make an employee contribution, however you may wish to consider which rate you would like to make, which will be deducted from your monthly salary under our salary exchange arrangement. You can choose to join the pension scheme as soon as you start work at the GMC. But if you don’t opt in straight away, you will be automatically enrolled if you are eligible and most people working at the GMC will be eligible. If you are automatically enrolled, but you don’t want to stay in our pension scheme, you do have the right to opt out.
<table>
<thead>
<tr>
<th><strong>Other benefits</strong></th>
<th>Private medical insurance with AXA PPP. Employee assistance programme with AXA ICAS.</th>
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<tr>
<td><strong>Hours of work</strong></td>
<td>37.5 hours a week, between the hours of 08:00 to 18:00, Monday to Friday.</td>
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<tr>
<td><strong>Location</strong></td>
<td>3 Hardman Street, Manchester. Some travel to other locations will be required.</td>
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