

JOB DESCRIPTION

RECORDS MANAGEMENT SPECIALIST

Objectives

To facilitate the implementation and adoption of the records management governance components of the Department's Knowledge and Information Management (KIM) Unit and to operationalise, manage and improve the systems, facilities and processes required to facilitate and sustain the achievement of the objectives of the Unit throughout the organization.

Core Functions

The job requires the incumbent to lead and manage:

The Department-wide adoption and implementation of the instruments developed from the KIM Project for the efficient and effective governance of the records of the Department including the updated File Classification Scheme, the Retention and Disposition Schedule and Records Management Policy.

Activities for implementing and maintaining the Department's self-serviced Records Management facilities and systems, the staff and their operations, throughout the life cycle of all records including the Registry, the Records Centre Facility and the Electronic Document and Records Management System (EDRMS).

Work plans, quality control mechanisms and training, to monitor, report on and assess operational performance and propose methods and solutions based on established standards and best practices for the improvement and maturity of the records management programme at all levels.

Work collaboratively with other stakeholders in support of all other aspects of the KIM Unit including the establishment of a Document Centre and the digitization of the Department's records and implementation of an EDRMS and knowledge management. The person engaged will report to the Chief Personnel Officer (CPO) or his/her designate and will have overall supervision of the staff assigned to the Documents Centre and the Records Facility.

Duties and Responsibilities

1. Develop, implement and manage methods and procedures for manual and electronic records management systems including the creation, classification, arrangement, description, storage, use and retention of official documents/records of the Personnel Department and for the efficient control and flow of information to facilitate decision making and organizational responsiveness.

2. Participates in the formulation of operational policies for the management and maintenance of records management systems and assists in developing a workplan for the implementation of the records management function.
3. Develops draft annual work plans for the records management function in alignment with the related organizational objectives and compliance requirements.
4. Identifies key performance indicators and metrics for the Records Management function and gathers meaningful performance data to analyze and evaluate the operational performance of existing records management methods, systems and procedures of the Personnel Department. Recommends improvements, administers changes and adjustments to ensure effectiveness and efficiency.
5. Prepares operational reports for the attention of the leadership of the organization on all aspects/components of the records management system and identifies key issues which may impact on the compliance, continuity and strategic objectives of the organization.
6. Documents and analyzes records management associated workflows, procedures and processes and develops and publishes quality control mechanisms and instruments for the revision and improvement of the same.
7. Participates in the development of related communications to facilitate organizational awareness and effective change management.
8. Participates in the identification, development and delivery of training programmes for the improvement of internal levels of records management awareness, competencies, capabilities and maturity.
9. Liaises with appropriate Public Entities, such as the National Archives, to assure the Department's compliance and alignment with related records and information management laws, regulations and directives
10. Leads the conduct of bi-annual, Department-wide, records inventories to establish the current state of the records of the Department and to gather evidenced based information for the assessment of related requirements.
11. Conducts research, attends related events and networks to gather information on various aspects of the records management discipline, including products, best practices, principles and changes in the local and international environments.
12. Collaborates with all stakeholders to ensure the timely and effective provision of records and secure chain of custody from the Registry, Records Centre and any other location.

Knowledge, Skills and Abilities

1. Considerable knowledge of modern records management principles, methods, systems and procedures, inclusive of records retention laws.
2. Knowledge of manual and electronic management systems.
3. Knowledge of modern methods and techniques of office management.
4. Knowledge of the structure of the Public Service and the Laws, regulations and systems governing the operations of the Public Service.
5. Knowledge of Governments' administrative policies.
6. Knowledge of relevant computer application systems.
7. Basic knowledge of the field of Public Administration.
8. Basic knowledge of project management techniques.
9. Sound oral and written communication skills.
10. Sound organizational skills.
11. Ability to develop, implement and maintain complex record management systems.
12. Ability to develop policies and programmes in the field of records management, to effectively monitor such policies and programmes.
13. Ability to analyse issues, recognize and assess impact on records management programme, to make informed judgements, solve problems and provide advice on records management issues.
14. Ability to develop and maintain collaborative, effective working relationships with colleagues in the Personnel Department and representatives of governmental agencies.
15. Ability to express ideas clearly and concisely, both orally and written, and to prepare comprehensive reports.

Experience and Training

Considerable experience in the field of records management or considerable experience in management/administration; and training as evidenced by a Bachelor of Science Degree in Information Management/Records Management/Library Science or a related field from a recognized institution; or any equivalent combination of experience and training. At least five years of experience managing a records or information management programme at the organizational level.