# Template Job Description

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| **Job title** | Senior Officer Records & Projects |
| **Reports to** | Head of Business Services |
| **Location** | Wales |
| **Payband** | 3 |
| **Security Clearance Required** | Baseline employment checks |

**Job description**

**Job Purpose**

- Support the Departmental Records Officer (DRO) in the production of policy, guidance, training, compliance review and records management solutions
- Work with business areas to ensure Audit Wales records management processes are effective and in accordance with internal processes, retention schedules, and current legislation
- Organise and provide access to a range of information and resources in an accessible way
- Provide technical support to improve knowledge sharing and use of information, contribute to data use development and digital initiatives
- Line manages a Business Services Support Officer

**Main Duties**

- Lead/coordinate large-scale records reviews and destruction exercises using resources effectively
- Oversee and coordinate archiving programmes in liaison with colleagues across the organisation
- Maintain information asset registers, support guidance, policy development and review
- Monitor, analyse and resolve issues and problems to minimise risk, maintain data integrity while proposing and driving improvements
- Develop systems and culture to support effective records and information management through provision of practical guidance, training, and advice
- Provide support and advice to develop approaches to metadata design and for using information effectively while maintaining confidentiality, integrity and accessibility.
- Support multidisciplinary projects providing technical support/analysis, programming work, higher level administrative support including drafting/reporting/resourcing (approximately 10% of role)

**Key Results Areas**

- Review and reduce the number of records held and provide practical support to ensure compliance with all data and information management regulations
- Develop organisational culture and awareness around the importance of good records management, and need for compliance working with information asset owners and colleagues
- Improve accessibility, integrity and confidentiality of documents and records through e.g., data mapping, metadata design, and/or process design providing advice and support
- Undertaking periodic compliance reviews and report on development areas, while developing and delivering guidance/training to support continuous improvement
- Provision of archiving services and information asset control providing support and guidance to Information Asset Owners, coordinating support officers and approach

**Job description**

- Work with the Data Analytics and IT teams to establish regular periodic review and automation techniques to support destruction, aiming to streamline processes
- Undertake technical analysis and database querying review in Windows based environments (SharePoint, SQL, Excel)
- Work with the DRO, Data Protection Officer, Data Officer and Digital and Information groups for robust reporting and monitoring
- Provide support across a range of change project initiatives, including resourcing and programming support, higher level analysis and reporting
- To act as a role model for the values and behaviours of the Audit Wales.

**General**

**Our Values and behaviours**

Our values and behaviours define the way we work and how we work together to achieve our goals. All our people are fully committed to demonstrating our values and behaviours, so we can work effectively with each other and make good decisions. They help us be the best we can be and ensures that we've got the right skills and experiences in the right place. Our values and behaviours are designed by staff to help increase the diversity of our workforce and developing a coaching culture to ensure thriving conditions for organisational success.

Post holders must contribute fully to nurture a positive culture and to help us grow by living our values and behaviours.

**Confidentiality and Information Security**

The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information, whether corporate or client in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 2018 UK GDPR and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under current statutory legislation (Data Protection Act) and Audit Wales Disciplinary Policy.

**Equality**

The Public Sector Equality Duty in Wales places a positive duty on public bodies to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. Audit Wales is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

**Health and Safety**

All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

| General |
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| **Security Checks** |
| All employees are subject to baseline security checks as part of their pre-employment check. These checks include proof of identity and qualifications. |
| **Dignity at Work** |
| The organisation condemns all forms of bullying and harassment and actively promotes a workplace where employees are treated fairly and with dignity and respect without bias. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Senior Manager within the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be investigated under Audit Wales Dignity at Work Policy. |
| **Welsh Language** |
| We value the importance of the Welsh language in our work and aim to provide a bilingual service to everyone who wants to use it. We would therefore like to especially encourage applications from individuals that have Welsh language skills to help us meet this aim. |
| All job descriptions will detail whether the ability to speak welsh is an essential or desirable requirement. |
| If successful and you do not currently have Welsh language skills, we can support you in learning Welsh if this is your wish. |

| Person Specification | |
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| **Requirement** | **Essential or Desirable** |
| **1.  Qualifications** | |
| 1.1 Data Scientist / Librarian (CILIP or equivalent degree/professional qualification in information science/management) | Essential |
| 1.2  A Levels or degree level (or equivalent experience in a similar role) | Essential |
| **2.  Skills and abilities** | |
| 2.1 Proficient in use of Microsoft Office (SharePoint and Excel highly desirable) | Essential |
| 2.2 Knowledge of applications in Windows environments (SharePoint, SQL and/or Oracle database querying) | Desirable |
| 2.3 Advice on dealing with metadata, cataloguing/tagging, and deriving meaning and value from the data (visualisation, data mining) | Essential |
| 2.4 Very good analytical, technical, and problem-solving skills | Essential |
| 2.5 Very good written skills for the production of clear, accessible, and succinct briefing papers, presentations, guidance, and policy | Essential |
| 2.6 Able to communicate technical advice and information clearly, verbally and in writing, when advising staff and external contacts | Essential |
| 2.7 Ability to prioritise a programme of work to support a variety of projects within a multidisciplinary team | Essential |

| 2.8 Good research, presentation, and training skills | Essential |
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| **3. Experience** | |
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| 3.1 Developing metadata approaches, data mapping, producing and maintaining information asset registers and archive records | Essential |
| 3.2 Experience of supporting applications in a Windows based environment (SharePoint, SQL and/or Oracle database querying) | Desirable |
| 3.3. Providing advice on dealing with metadata | Essential |
| 3.4 Lead or supported records management and destruction review, across various systems and/or data mediums | Essential |
| 3.5 Cleaning data for data analysis, support research for data management and provide advice for digital system design | Essential |
| 3.6 Produced meaningful information asset registers, reports, and guidance | Essential |
| 3.7 Data analysis experience, developing use of IT to improve service delivery, including familiarity with metadata in order to derive meaning and value from the information | Desirable |
| 3.8 Experience of data migration and file management | Essential |
| 3.9 Project and/or programme management for coordinating project work for records and driving improvement | Essential |
| 3.10 Support to change projects at higher level administration and/or technical support (resourcing, programming, reporting, etc) | Desirable |

| **4. Personal attributes** | |
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| 4.1 Proactive, self-starter for promoting, planning, and delivering a programme of records management activities across the organisation | Essential |
| 4.2 Customer service and interpersonal skills with ability to interact with internal and external people | Essential |
| 4.3 Strong attention to detail for cataloguing and maintaining integrity of records | Essential |
| 4.4 Analytical approach to solve problems and identify solutions | Essential |
| 4.5 Stay up to date with continued professional development and legislation | Essential |
| 4.6 Flexible and adaptable in changing environments with a commitment to teamwork and cooperation. | Essential |
| 4.7 Organised and methodical approach for supporting multidisciplinary project work | Essential |

| **5. General** | |
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| 5.1 Self-aware and a role model for the Audit Wales values and behaviours | Essential |
| 5.2 Ability to work flexibly and, if necessary, outside of normal office hours | Desirable |
| 5.3 An awareness and a commitment to equality and diversity. | Essential |
| 5.4 An awareness and commitment to the arrangements for health and safety | Essential |

| Welsh Language Skills | | |
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| **Skill area** | **Essential** | **Desirable** |
| **Speaking & Listening** | Welsh reception – Greet others over the phone with a Welsh greeting and converse in the persons language preference. | Listen to Welsh conversations and contribute in Welsh, except for technically complex matters. |
| | Greet others over the phone or in person with a simple Welsh greeting and sensitively forward a call to a Welsh speaker when appropriate. | Listen to Welsh medium meetings, discussions and phone calls on simple matters, but contribute in English for more technical and complex matters. |
| **Reading** | Use translation software (as required) to get the grasp of simple correspondence with understanding of its limited capability. | Read Welsh medium news articles, short reports and social media to develop knowledge in a field. |
| **Writing** | Welsh reception – respond in Welsh to all requests received in Welsh | Ability to draft short letters, reports, and social media content in Welsh, using software where unclear |
| | Update documents and correspondence with Welsh dates and other generic terms. | Write simple correspondence and social media content in Welsh with the assistance of Welsh spelling and grammar check. |