

**RECORDS MANAGER**

**JOB DESCRIPTION**

**Job title**: Records Manager

**Based**: The Old Police House, London, Hyde Park W2 2UH with occasional travel to all parks

**Salary**: £33,666 - £38,000 per annum, depending on experience

**Terms**: Permanent contract on a full-time basis, 36 hours per week, Due to the nature of the role, the post holder will be required to be on-site 3 days per week

26 days annual leave plus public holidays increasing to 29 days after 3 years’ service

 A pension scheme and healthcare plan are available.

**Reporting to:** Senior Information Governance Manager

**Responsible for:** N/A

**Internal relationships:** Corporate Services, CEO’s Office, Human Resources and Park Operations Directorate

**External relationships:** The National Archives; Information Commissioner’s Office and The Metropolitan Police

**BACKGROUND**

The Royal Parks is a charity that manages over 5,000 acres of diverse parkland, rare habitats and historic buildings and monuments in eight Royal Parks across London. These are: Hyde Park, Kensington Gardens, The Green Park, St James’s Park, The Regent’s Park and Primrose Hill, Greenwich Park, Richmond Park, and Bushy Park. We also manage other important public spaces including Brompton Cemetery and Victoria Tower Gardens. Our eight Royal Parks and other public spaces are among the most visited attractions in the UK with tens of millions of visits every year.

**JOB PURPOSE**

In this role, you will be responsible for applying Records Management principles and standards. This is an exciting role as you will be able to contribute to the organisation by building a meaningful framework as well as influencing colleagues on good practice of managing our records.

You will focus on:

* Management of TRIM, our electronic document and records management system (EDRMS)
* Management of Freedom of Information (FOI) requests, evaluating documents for release, and ensuring compliance with relevant legislation
* Establishing and rolling out a user-friendly classification and marking system for our documents
* Evolving and implementing our data retention policy
* Evolving our archiving policy and practice with the National Archives to best manage our digital and historic paper records.

This is a rewarding role for anyone who enjoys relationship-building as you will collaborate with teams across TRP and ensure we are a good custodian of our information.

**MAIN DUTIES/RESPONSIBILITIES**

* Oversee both physical and digital records, storage, organisation and disposal
* Advise on delivery of obligations in respect of the Public Records Act, the Freedom of Information Act 2000 (FOIA), and the Environmental Information Regulations (EIRs)
* Manage and deliver effective responses to requests (FOI, EIR, etc)
* Review archiving/retention policy in the context of changing needs
* Conduct audits to ensure proper recordkeeping and identify areas for improvement
* Manage retention schedules and ensure timely destruction of obsolete records
* Liaise with external bodies, such as The National Archives and the Information Commissioner’s Officer wherever necessary
* Give access to information in a proportionate and secure manner
* Maintain the Information Asset Register ensuring that it is complete and up-to-date
* Maintain current and historical records of access controls applied to information assets
* Dispose of all information assets securely, in line with organisational procedure
* Ensure appropriate methods and tools for information retrieval are used effectively
* Promote awareness of the need to capture internal information and resources, and to manage them in accordance with legal requirements and organisational policy
* Assist with relevant projects, advise on business cases, and identify impacts of system changes
* Advise on Knowledge and Information Management policies and procedures; improve workflows where necessary
* Develop networks of knowledge champions and ‘super users’ to encourage the use of knowledge standards, tools, and processes
* Establish tools, templates, and guidelines for capturing knowledge developed by individuals in the course of their work
* As the System Administrator and trainer for TRIM electronic document and records management system, provide training to all staff as appropriate
* Work with the Senior Information Governance Manager to assess TRP’s shared drives and SharePoint sites; improve the working of the systems according to user needs
* Keep up to date with The National Archive’s work on e-discovery tools
* In accordance with the 20 Year Rule as set out by the Public Records Act, select records for permanent preservation and transfer to The National Archives by the due date unless they need to be retained, in which case approval from The National Archives must be obtained
* Oversee the disposal and destruction of records not selected for preservation
* Undertake any additional duties as necessary

**PERSON SPECIFICATION**

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| **Selection criteria** | **Essential / Desirable** |
| **Qualifications** |
| * Qualification in records or information management and/or accreditation by a relevant professional body
 | **D** |
| * Practitioner Certificate in Freedom of Information
 | **D** |
| **Experience** |
| * Experience of designing and implementing records management strategies and systems
 | **E** |
| * Experience of using IT systems for managing information (particularly M365 and TRIM)
 | **E** |
| * Experience of influencing, relationship-building, and training colleagues and an ability to prioritise effectively
 | **E** |
| * Experience of working within cross-organisation teams and a strategic and solutions-focused approach
 | **E** |
| * Experience working in a complex environment with multiple and sometimes competing priorities.
 | **E** |
| * Relevant experience gained within a public sector setting or a similar environment
 | **D** |
| **Skills, knowledge, and ability** |
| * A sound understanding of Records Management principles, compliance laws, digital archiving and best practice
 | **E** |
| * Substantial knowledge of Public Records and Freedom of Information legislation
 | **E** |
| * Excellent written and verbal communication skills with the ability to liaise with a range of stakeholders
 | **E** |
| * Excellent attention to detail and ability to manage confidential information
 | **E** |
| **Other** |
| * Commitment to The Royal Parks’ values of being responsible, excellent, inclusive, open, and respectful, and a commitment to supporting diverse and inclusive teams
 | **E** |
| * Full UK driving license.
 | **D** |

The Royal Parks is committed to creating a diverse and inclusive workplace and is an equal opportunity employer. We encourage applications from candidates from all backgrounds and successful candidates will be appointed on merit.

The Royal Parks is committed to safeguarding and promoting the welfare of children, young people, and adults at risk from harm, and expects all staff and volunteers to share this commitment and follow the organisation’s policies and procedures. The Royal Parks provides an awareness training programme on Safeguarding for all staff, and further in-depth training for those working with children, young people or adults who may be at risk of harm.