

Branston Operations Records Officer

Job description:

What we do

We work to protect the public and reduce reoffending, and to provide a more effective, transparent and responsive criminal justice system for victims and the public. We are responsible for the following parts of the justice system:

- courts
- prisons
- probation services
- attendance centres

Working in partnership with other government departments and agencies to reform the criminal justice system, to serve the public and support the victims of crime. We are also responsible for making new laws, strengthening democracy, and safeguarding human rights.

Background

The Branston Records Management Service (RMS) team sits within the MoJ's Security and Information Directorate, which has a broad range of responsibilities including information management and records compliance. As part of the Directorate's Information Services Division, our aim is to ensure the MoJ holds information in compliance with legislation; that all information is correctly stored, accessible, and shared appropriately; and our information is protected, and the risks managed. We believe that knowing what information and records we have and having the right information available at the right time by those who need it or request it, is at the heart of an excellent justice system.

The Branston RMS team have responsibility for providing essential records management services to departments within MoJ including; HM Courts & Tribunals Service (HMCTS), HM Prison & Probation Service (HMPPS), Shared Services Centre to name just a few. The team deal with requests for records held both on and off-site with our third-party storage provider in addition to managing records within our custody; ensuring they are kept in accordance with the relevant legislation and retention policies.

Job Profile

Job Title / Group

Records Officer, Branston Records Management Service

Reports To

Records Manager (EO)

Location & Terms of appointment

This is a permanent post based at Branston Registry, Burton-Upon-Trent.

Salary and Grade

This post is Band AO.

Role Purpose

We are looking for a motivated individual who must be able to learn quickly and adapt to changing priorities in a demand led environment. The team have a strong customer service culture, providing a key service across the Ministry of Justice so the ability and skill to build strong professional relationships on both an individual and team basis is very important. The role is important as it ensures that colleagues across the MoJ are supported to carry out their role/duties by having access to the right information at the right time, by responding to requests within service level agreements.

Once fully trained, you will work independently with minimal supervision following guidance and internal policies and will be responsible for making your own decisions. Your work must be carried out securely, confidentially and accurately. This role is for onsite working only.

Main Activities / Responsibilities

The job holder will be required to undertake the following duties and responsibilities:

Administrative Officer – Records Officer

- To process and answer telephone/written requests and enquiries in accordance with agreed office standards and service level agreements.
- To obtain records/files from third party storage and maintain an accurate computer record of movements.
- To update and maintain all necessary Excel spreadsheets in connection with the request and review work.
- Undertake various administrative tasks to support the effective organization of the work and records held in Branston Registry.
- To review records in line with relevant Records Retention and Disposition Schedules.
- To review records for permanent preservation and transfer to The National Archives (TNA) in compliance with TNA guidelines and Operational Selection Policies.
- To assist with any ad-hoc general office duties as required, with regular manual handling requirements.

Person Specification

Essential skills

- Ability to organize and prioritize workload to maximise your own productivity
- Demonstrate ability to work effectively within a team
- Ability to deal with large amounts of information
- Ability to work using I.T (with use of Microsoft computer package, i.e. Word, Excel and Outlook).
- Manual handling

Desirable Skills

- Experience in Records Management, however training will be provided.

Should we have a large volume of applications, we will be sifting using the lead behaviour – Making Effective Decisions.

