Information Officer - Records Management

Closing Date: Wednesday 2 October 2024, midday

Expected Interview Date: w/c 14 October 2024

Recruitment Reference:

HES/24/188

Starting Salary:

£32,110 per annum

Salary Range:

£32,110 - £37,874 per annum

Pay Band:

Band C

Directorate:

Finance & Corporate Services

Location:

Longmore House, Edinburgh / Flexible

Line Manager:

Sheona Dunsmore, Information and Records Manager

Contract Type:

Permanent

Working Hours:

Full time (35 hours per week)

Thank you for your interest in the post of Information Officer – Records Management with Historic Environment Scotland, based at Longmore House in Edinburgh. This is a permanent and pensionable appointment.

This is a great opportunity to work in the rapidly growing information management sector. You will work closely with the Information and Records Manager to deliver and maintain a suitable information management function for HES.

About us

We are the lead body for Scotland's historic environment; a charity dedicated to the advancement of heritage, culture, education and environmental protection. We're at the forefront of researching and understanding the historic environment, and addressing the impact of climate change on its future. We investigate and record architectural and archaeological sites and landscapes across Scotland and care for more than 300 properties of national importance. We have a People Strategy, which is an overarching strategy to ensure we support and develop staff within the organisation.

Our Vision

Our vision is that Scotland's historic environment is cherished, understood, shared and enjoyed with pride by everyone.

Our Priorities

• The historic environment makes a real difference to people's lives
• The historic environment is looked after, protected and managed for the generations to come.

- The historic environment makes a broader contribution to the economy of Scotland and its people
- The historic environment inspires a creative and vibrant Scotland
- The historic environment is cared for and championed by a high performing organisation.

Overview of the post and information about the team

Information management refers to the planning, organising, structuring, processing, controlling and evaluation of all records and information activities for a business. These aspects are all required to allow HES to function effectively. The role of the Information Governance team is to oversee all of the information management activities in HES and provide the governance framework around which the information is managed.

The role will sit within the Information Management Team in the Finance & Corporate Services Directorate. The team is responsible for all aspects of information management and information legislation within the organisation (Public Records (Scotland) Act 2011, Data Protection Act 2018, Freedom of Information (Scotland) Act 2002, and Environmental Information Regulations (Scotland) 2004). HES is an information rich organisation and the team seeks to assist in identifying and maximising the opportunities afforded to the organisation from that information.

You will support the Information Management team in the day to day running of the records management function within HES and will provide support to the other functions within Information Management, including data protection, freedom of information and information security. You will be expected to assist with delivering training and guidance, and to promote good information management practices and policies.

Options for flexible working from home arrangements can be discussed with your line manager.

Key responsibilities, duties and objectives

- Contribute to the delivery of ongoing Information Management projects, both major and minor, including:
  - Contributing to the development of a new HES Records Management Plan
  - Assisting in the review and management of an Information Asset Owners Network
  - Assisting with physical records management, and consolidating physical records within the organisation in collaboration with business areas into a single records management system
- Support compliance with legislation & regulations, including:
  - The Public Records (Scotland) Act 2011 within HES.
  - Data Protection Act 2018

- Assist in the development and on-going support of the organisation's SharePoint document storage solution, including:
    - Providing an expert support service for colleagues across HES
    - Assisting teams with identifying improvements to their SharePoint sites
    - Building sites, libraries, document sets, and metadata columns
    - Troubleshooting minor technical issues and liaising with IT as required
- Utilise specialist software to deliver effective Information Management across HES, including:
    - Retention Software
    - EDRMS
    - Information Asset Software
    - File management system (physical records)
- Promote good records and information management practices, including the management of both digital and physical files, including:
    - Deliver ongoing records and information management training and guidance
    - Produce support materials for staff to increase awareness, influence behaviour and guide actions and responses in relation to information management
    - Support the promotion of information management through effective communications including the maintenance and management of the department's Intranet pages
    - Provide advice, support and guidance to HES staff on information management matters including records management, freedom of information, data protection and information security
- Liaise with suppliers and HES sites to facilitate the secure disposal of confidential waste
- Understand the issues and opportunities surrounding information management, and how they affect HES
- Keep abreast of developments in the field of information management.

Post Competencies

You will be assessed against these competencies during our selection process.

Core Competencies:
- Delivering excellent Service – Demonstrating a commitment to quality services
- Teamwork - Contributing to and supporting working together
- Planning and Organising - Putting plans and resources in place to achieve results
- Communication - Communicating appropriately and clearly
- Knowledge & Expertise - Applying and developing knowledge and expertise to achieve results - (See below for specific criteria)

Management Competencies:
- Achieving results - Focusing on the delivery of objectives
- Leading a Team/Project/Task – Focusing on leading a Team/Project/Task or developing people.

Knowledge, skills and experience

You will be required to demonstrate that you meet the requirements and qualifications below as part of the selection process.

Essential requirements:
- Ability to adjust communication to suit a target audience, in order to work with individuals with varying degrees of technical understanding
- Comfortable in engaging with colleagues at all levels
- Excellent written and verbal communication
- Strong organisational skills and proven methodical approach to work
- Basic understanding of information and records management legislation and best practice

Desirable requirements:
- Experience of working in an information or records management environment
- Experience of working with SharePoint or an equivalent Electronic Document and Records Management System

Qualifications & Professional Memberships:
- Records or archive related qualification - Desirable

What we offer

We welcome applications from all nationalities, assuming that they have the right to work in the UK: applying for a job with us could open the door to a unique work environment. It will give you job satisfaction and excellent development opportunities, plus a competitive salary, 25 days paid holidays (rising to 30 days after 3 years' service) and 11.5 public holidays a year – pro rata for part time staff.

In addition, we offer a great benefits package to our employees which includes:

- flexible working hours (where appropriate)
- special leave
- maternity/paternity leave
- adoption leave
- reimbursement for relevant professional subscriptions
- support for further education and personal development
- study leave for work related courses
- access to a learning resource centre

Health and welfare

We offer you access to:

- our Employee Assistance Programme – for confidential advice and counselling
- an occupational sick pay scheme
- discounts at some local authority leisure facilities
- access to a free Headspace membership
- interest free loans for bicycles and annual travel passes (see 'season ticket' below)
- reasonable adjustments when needed, as part of our Equalities policy

Staff discounts

You will receive:

- free entry to all of our properties (with up to three guests)
- free entry to English Heritage, Manx and Cadw properties
- 20% off purchases in our retail outlets

Season tickets

You can receive an advance to help with the cost of buying an annual season ticket for travel between home and work. The advance is then repaid from your salary over the life of the season ticket. Available to all permanent and fixed-term staff.

How to apply for this post

You can apply on-line by visiting our website at https://applications.historicenvironment.scot/

Guidance on completing the application can be found in the 'Guidance notes for applicants' document, also available at the above website, which we recommend that you read, in conjunction with this Job Description.

Your application must arrive by the advertised closing date. Please note that when applying online, we will only be able to see your application once you fully submit it.

If you are unable to complete an online application form, please email recruit@hes.scot, quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

Please note that, as we operate an electronic recruitment system, we will contact you via the email address that you provide in your application to inform you of the outcome of your application.

For further information about the post, please contact Sheona Dunsmore, Information and Records Manager via email at sheona.dunsmore@hes.scot

We welcome all applicants from under-represented groups within HES. We know from our equality monitoring that we need to increase our diversity in terms of ethnicity and disability. We also want to address occupational areas where the ratio is disproportionately in favour of women or men. We ask all applicants to complete the Equality Monitoring section of the recruitment paperwork to help us pursue a diverse and inclusive workforce. In support of our Gaelic language plan we welcome applications from Gaelic speakers.

Human Resources
Historic Environment Scotland