

Job Profile – Senior Records Officer

Location: Hampton Court Palace, with travel to other sites

Reports to: Head of Records

Responsible for: Specialist volunteers

Purpose of this role:

To deliver information and records management services in the ongoing development of HRP's information and records management strategy

To provide information management expertise as part of the project team responsible for implementing SharePoint as fit for HRP's records and information management requirements

Date: December 2022

What you will be doing in your role:

1. To assist in the management of HRP's records, including making appropriate recommendations for storage, access, retention, disposal and preservation, in accordance with appropriate legislation, standards, best practice and policies.
2. To maintain HRP's retention schedule through consultation with departmental subject matter experts to determine record series retention periods disposition in accordance with our legal and regulatory obligations (e.g. Data Protection Act and Freedom of Information, Public Records Act), and statutory requirements (e.g. major project contract documents)
3. To develop and provide training, support and advice for the effective governance, management and use of paper and electronic records, specifically within HRP's SharePoint environment.
4. To support the development, implementation, management and processing of retention rules, labels and policies within HRP's SharePoint environment and compliance centre in accordance with HRP's retention schedule.



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5. To support the review, audit and disposition of legacy data held on network drives in preparation for migration, disposal or long-term digital preservation retention; to advise, train and support end users through this process.
6. To monitor and evaluate initiatives in information compliance and functionality within M365 and beyond; to assess their applicability to HRP and our requirements
7. In collaboration with staff across HRP, investigate, analyse and assess business processes to develop efficient process and systems for managing HRP's information, documents and records
8. To oversee the management legacy public records as required by the Public Records Act (1958). This includes reporting on records held and selecting, appraising, processing and transferring records to The National Archives.
9. To be responsible for the management of HRP's corporate archival material including reviewing and processing of HRP's records using the retention schedule, to create and maintain a managed storage system including ensuring an accurate catalogue of records. To respond to enquiries for information in the records. To consider digital and physical preservation issues relating to the records.
10. To advise and develop solutions to ensure the long-term preservation of digital and paper-based HRP information and data, to inform HRP policy on digital preservation
11. Other duties as assigned



In addition to your main areas of responsibility, the core qualities and behaviours that are required from all our people for successful delivery of our Cause and Strategy are summarised below:

Memorable Experiences

Going above and beyond to create personalised experiences that inspire and provoke change

Simplify and Adapt

Cutting through complexity to find simple solutions and encourage agile ways of working

Money Matters

Generating the money to grow our impact and care for our palaces; creating a culture of getting better value and increasing our financial headroom

Fresh Thinking

Demonstrating the courage to push the boundaries, striving to stretch ourselves

In this Together

Working collaboratively across the organisation, investing time in building trusted relationships to create 'one team – one HRP'.

Inspire Success [Managers and Team Leaders only]

Enabling and supporting your staff to succeed

Other requirements

In addition to the above you are also required to have read and comply with the rules/standards contained in HRP's Code of Conduct, including Health and Safety requirements. The Code of Conduct can be found in your Staff Handbook.



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Person Specification: Records Officer/Specialist

Who we are looking for:

Attributes	Essential	Desirable
Experience	<p>Experience working in a records management, archive or information governance role.</p> <p>Experience planning, delivering, producing and evaluating training and guidance</p> <p>Experience of maintaining a Record Retention Schedule</p>	<p>Experience of supporting and/or using an electronic records management system; preferably SharePoint/Purview</p> <p>Experience of public records archival selection, appraisal and transfer to The National Archives</p> <p>Experience of volunteer supervision</p> <p>Experience of project management</p>
Qualifications / Training	Post-graduate qualification in Records Management or Archives Management equivalent qualification; or currently studying for such a qualification or equivalent experience.	<p>Subject degree</p> <p>Membership of a professional association (e.g. ARA or IRMS)</p>
Knowledge	<p>Understanding of the key principles of records management as applied to a large organisation</p> <p>Well-developed IT skills, including the ability to use standard office applications with an understanding of Microsoft 365 applications and its records management related features</p> <p>Knowledge and application of appropriate legislation, standards and best practice</p>	<p>Awareness of issues relating to information management and research in Heritage</p> <p>Awareness and interest in digital preservation/digital continuity</p> <p>Knowledge of the Freedom of Information request, including responding to requests</p>
Communication	Ability to communicate effectively both orally and in writing	



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	<p>Ability to establish and build professional relationships with a range of stakeholders</p> <p>Good interpersonal skills including the ability to liaise effectively with colleagues and a friendly, approachable manner</p> <p>Proven analytical and problem-solving skills</p> <p>Self-motivated, adaptable and with the ability to use initiative</p> <p>Patience and ability to deal with people and situations when under pressure</p> <p>Strong customer service ethos, the determination to see problems/incidents resolved, and a strong commitment to the continuous improvement</p> <p>Excellent organisational skills, including the ability to meet deadlines and to deal effectively with conflicting priorities</p> <p>Ability to work as part of a team and contribute to its success</p>	
Physical requirements	Ability to lift standard records box (25lbs)	