



SCOTTISH AMBULANCE SERVICE

JOB DESCRIPTION

1. JOB IDENTIFICATION	
JOB TITLE	Records Management Officer
JOB DESCRIPTION REFERENCE	
DEPARTMENT	Operations
NO OF JOB HOLDERS	1
DATE JOB DESCRIPTION AGREED	19 June 2018 (team structure updated 11/10/2024)

2. JOB PURPOSE

The post holder will be responsible for the development and implementation of a Records Management Plan for the Scottish Ambulance Service's Records in accordance with the legislative framework and current best practice, specifically the Public Records (Scotland) Act 2011. The post holder will develop, maintain and implement corporate records management policies, procedures and guidance and will provide advice on records keeping issues as required.

The post holder will be the initial point of contact for records management issues for the Keeper of National Records for Scotland. The post holder will work with departments across the Scottish Ambulance Service to support them to manage their corporate records in line with the requirements of the Public Records (Scotland) Act 2011.

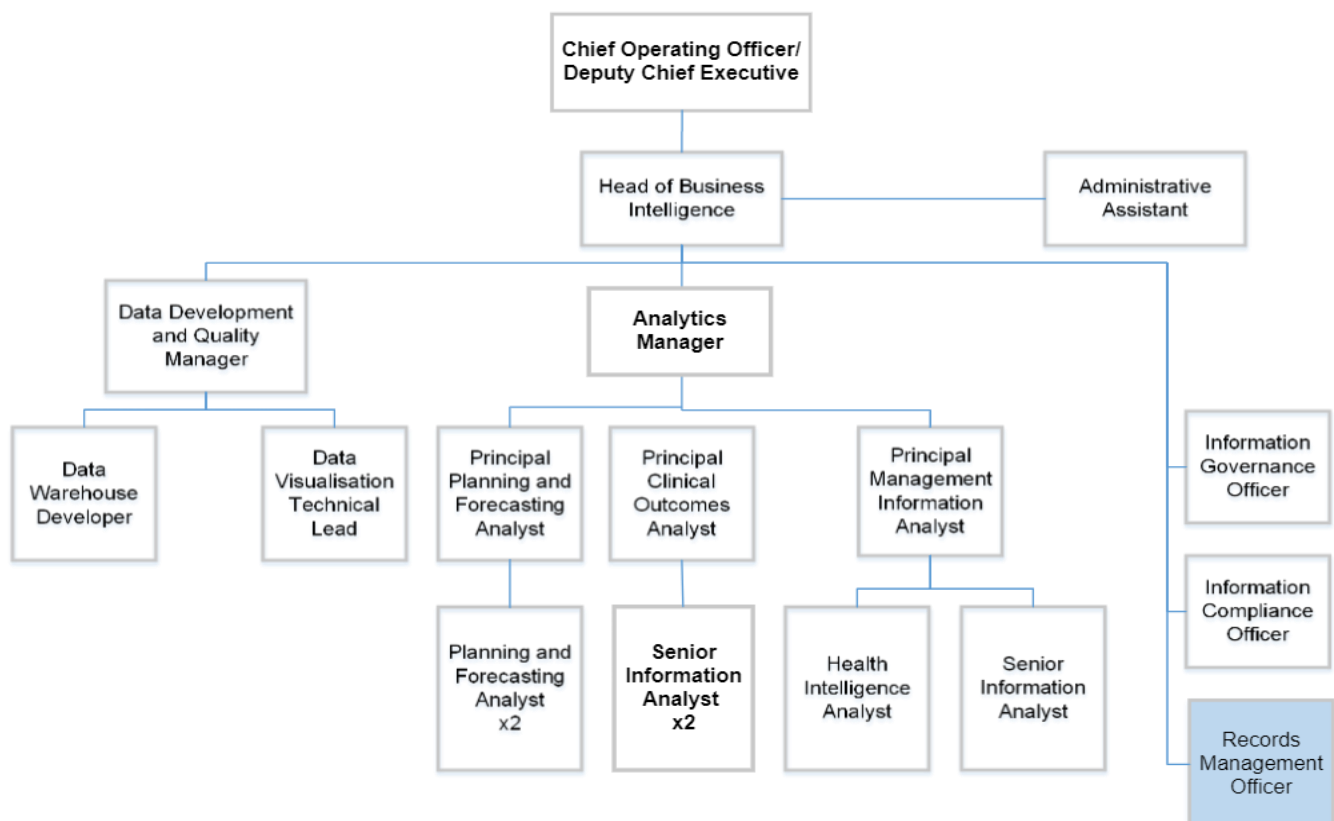
3. DIMENSIONS

The post holder will act as an advisor to all service or functional areas throughout the Scottish Ambulance Service, on all matters relating to corporate records management to ensure measures are in place to support full compliance with the Public Records (Scotland) Act 2011.

The postholder will not manage staff directly but will be required to influence and effect the required changes in behaviour and culture to ensure successful implementation of a Records Management Plan and ongoing compliance.

4. ORGANISATIONAL POSITION

The post holder will report to the Head of Business Intelligence and is accountable to the SIRO who is the Chief Operating Officer/Deputy Chief Executive.



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. Responsible for the development and implementation the Scottish Ambulance Service's Records Management Plan, as specified by the Public Records (Scotland) Act 2011.
2. Be the main point of contact and undertake day-to-day operational responsibility for corporate records management throughout the Scottish Ambulance Service.
3. Manage the development and maintenance of a Business Classification scheme for the information assets the Scottish Ambulance Service creates and maintains. Work with services and functional areas across the Scottish Ambulance Service to enable them to effectively manage their corporate records; supporting them to undertake data cleansing exercises, and develop suitable file structures.
4. Work with colleagues in eHealth to determine the requirements for a potential electronic document management system and digitization of paper records to the support the implementation of the Records Management Plan.
5. Develop and provide appropriate training to support the roll out of the business classification scheme throughout the Scottish Ambulance Service. This training will include awareness of records management, naming conventions, version control and the application of the retention and disposal of records schedule.
6. Provide routine progress reports and deliver routine updates on request to the Information Governance Group on all aspects of the Scottish Ambulance Service Records Management Plan.
7. The post holder will be attend the Information Governance Group to advise on Records Management issues and be actively involved in other associated groups, including the NHS Scotland Records Management Forum.
8. The post holder will be required to establish working relationships with the relevant stakeholders across all functional and service areas within the Scottish Ambulance Service, NHS24, National Records for Scotland, NHS NES, NHS National Services, Scottish Government Departments to keep abreast of key issues and legislation.

6 EQUIPMENT AND MACHINERY

The postholder uses a PC on a daily basis as part of the standard work tools.

Use of internet and intranets for research, education, obtaining records management information.

The post holder requires use of computers and software e.g. Microsoft Office Suite including Access, Excel, Powerpoint and Outlook.

- Photocopier and telephones are also used routinely
- Audio Equipment
- Video conferencing
- Specialised electronic document management system

7. SYSTEMS

Specialist knowledge of manual and electronic filing systems. Filing and management of paper and electronic records, including specialised electronic document management systems.

IT literate and competent in the use of IT systems including document management, scanning and other specialist systems.

Exploit a variety of software packages/applications to collect, analyse, manipulate, organise and present data.

Has a sound understanding of NHS Board policies and procedures and can apply these consistently.

8. DECISIONS AND JUDGEMENTS

The postholder will act as an adviser for corporate records management.

The postholder will frequently work without direct supervision, prioritising and scheduling their workload accordingly.

The postholder will formulate and develop work plans for himself/herself based on his/her own assessment of priorities and those instigated by the Head of Business Intelligence as well as requests from service users.

Ongoing programme management decisions/recommendations in respect of such matters such as project plans, monitoring, resource and people management, risk and issue management and resolution/containment/escalation etc. The post holder will take whatever decisions are required within the constraints of the Records Management programme, delegating and collaborating where necessary.

9. COMMUNICATIONS AND RELATIONSHIPS

The post holder is expected to communicate with a wide range of staff across the Scottish Ambulance Service and with senior officials in external organisations in the public sector. Excellent communication skills are required to persuade others and negotiate the implementation of change. The post holder is expected to have strong presentation skills and to be able to express a view convincingly and coherently, both verbally and in writing.

Examples of the main contacts are:

Internal

Caldicott Guardian
Operational Directors / Managers
Clinical Leads
Senior Leadership Team
Partnership Forum
Information Governance Group

External

Keeper of National Records for Scotland
NHS Education Scotland
Other NHS Boards and Special Boards
IHRM (Institute of Health Records Management)

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Physical Effort

Light to moderate: includes moving light equipment e.g. briefcases/lap-tops, using keyboards regularly and frequently for word processing, spreadsheets, and email etc. Frequent driving/travel to meetings throughout Scotland and sometimes out with Scotland.

Mental Effort

Intense concentration/in depth mental attention frequently required e.g. negotiations in respect of managing change, gaining ownership agreement to progress with project, leading meetings, influencing NHS staff and managers at all levels of seniority, analysing technical and other system problems and proposing solutions; often working under pressure and balancing multiple demands in complex/changing environments.

Emotional Effort

Exposure to distressing circumstances is rare. Involves from time to time dealing with conflict situations e.g. in emotionally charged meetings. Dealing regularly with challenging problems requires sustained emotional energy/resilience. The postholder is expected to be approachable, supportive and calm under pressure.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Delivering an organisation wide Records Management Plan which is a new legislative requirement. This has the potential to change the way staff hold records across the organisation.

Develop effective working relationships with stakeholders in all service areas and functions to support them to more effectively manage their corporate records.

Understanding the wide-ranging and complex service delivery models of a large organisation.

Developing and embedding a culture and practice of corporate records management across the Scottish Ambulance Service, specifically the re-organisation of all Scottish Ambulance Service corporate information assets into a business classification scheme.

Challenging existing working practices and supporting organisational change with respect to corporate records management.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

1. Educated to a degree level or equivalent experience within information, business administrative health field.
2. Hold or participating in Records Management Training
3. Significant post graduate work experience, including work within records management field.
4. Knowledge/understanding of national standards in respect of Public Records (Scotland) Act 2011 and ability to contribute to planning and policy to deliver compliance under this Act by The Scottish Ambulance Service
5. In depth knowledge of the Health Service would be advantageous
6. Knowledge of patient confidentiality and Caldicott Principles
7. Excellent communication skills to be able to produce accurate, timely and appropriately concise advice
8. Ability to interact in a friendly and helpful manner with colleagues. Able to provide a regular and effective service
9. Ability to interpret legislation and litigation and apply this practically in the interest of Board
10. Detailed specialist knowledge of legal and statutory obligations in respect of Corporate Records Management
11. Previous experience of running and delivering organisation wide projects/programmes.
12. Influencing, negotiation and mediation skills, able to gain credibility and confidence of a wide range of NHS professionals and senior managers.
13. Excellent inter-personal, communication (verbal; and written) and presentation skills.
14. Initiative, independence of action and maturity of judgement.
15. Ability to deal with often conflicting demands and priorities, and working under pressure.
16. Good understanding of The Scottish Ambulance Service's strategic direction, priorities and structures.
17. Knowledge of current legislation on Data Protection, Freedom of Information, Diversity etc.

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature: _____ Date _____

Head of Department Signature: _____ Date _____