



## ROLE PROFILE

<b>Role Title:</b>	<b>Records Management Supervisor</b>
<b>Department/Unit:</b>	<b>Information Management Department</b>
<b>Rank/Grade:</b>	<b>(B) SC6/SO1 (C) SC6 (H) A4 (supervisory)</b>
<b>Reporting to:</b>	<b>Head of MoPI</b>
<b>Main purpose of the role:</b>	Supervising and monitoring the BCH Records Management Department. Prioritise workloads across the units and daily business to ensure that their staff respond appropriately to requests for information/records from across BCH and other police forces, contributing to achieving the BCH vision, purpose and values. To supervise and partake in the coordination and management of all forms of electronic and physical records created and stored by BCH. To interrogate Force systems to create, link and review in line with APP guidelines (MOPI) to ensure the records held by the BCH Records Management (RM) department comply with national guidance and legislation such as the Data Protection Act 2018 and Section 46 of the Freedom of Information Act 2000 and local force policy. To be the internal champion for data records and archive management for BCH, taking account of new and current legislation and contributing to the achievement of the BCH objectives by ensuring the standard of retained records is raised. To ensure BCH is in a position to provide an efficient and effective records management service, which is managed, cost effective and able to deliver a quality service.

## Key Responsibilities



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Managing and monitoring the performance of the team, prioritising workloads, intervening where necessary ensuring objectives and required standards are met. Monitor unit performance by producing statistical reports for senior management and force boards.

Provide cover for other supervisors for annual leave or other absence on occasion.

Ensure resources are developed appropriately to maintain high levels of service in line with priorities and strategies. Identify training requirements for staff and completing the learning needs assessment.

Manage requests for training on Transearch system, referring any needs to the Practitioners to carry out the relevant training.

Ensure staff are trained appropriately to work in the Records Management storage locations adhering to Health and Safety standards.

Responsibility for compiling the daily and monthly statistics, highlighting any issues or concerns to the Records Manager.

Manage ad-hoc volume requests which may impact on the day to day running of the unit.

Deputise for Records Manager and attend local or national meetings.

Responsibility for developing and implementing a Quality Assurance programme that monitors quality of work and compliance with processes. Also responsible for production of work schedule for warehouses that prioritises areas for review/ transfer to off-site storage.

Act as a contact point internally and externally including partnership agencies to give specialist advice on all records management issues and provide guidance to practitioners and other staff with retention responsibilities i.e. police officers, legal services and force executives.

Supervise and partake in processing of all forms of physical and data records including media in a timely manner in accordance with APP guidance and or local Review, Retention and Disposal (RRD) policy. This will include interrogating various police systems to gather the information required and entering the information onto the relevant records management system.

Review and evaluate suggestions from practitioners that may lead to improvements in efficiency/processes producing documented and evidenced change request for the Records Manager. Where records are flagged for deletion, practitioners will present rationale for authorisation. The Supervisor will conduct a PND check and record the outcomes to support the rationale.

Application of expert knowledge of MoPI and College of Policing APP guidance and its exemptions to enable appropriate steerage to RM Practitioners and BCH customers; including areas of work such as necessity to retain records, format for retention, guidance on reviews for records outside of general criminal investigations such as ERSOU, HR, and Finance. Provide expertise and senior decision making on complex and sensitive requests.

Review CAF/CASS checks conducted by the Practitioners and document their supporting rationale when providing information to the Family Courts.

SPOC and coordinate the delivery to and collection from external storage facilities (Deepstore) and ensure accurate audit trail of each transaction.

Any other duties that are commensurate with the role and grade as may be requested by line management.

Financial e.g. Limits/Mandates	Non-Financial e.g. Staff Responsibility
<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>Line management responsibility for staff and/or officers.</li> </ul>

Psychological Assessment	To be confirmed
Return on Investment	Not applicable



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### Entry Requirements

- GCSE (or equivalent) English and Maths Grade C or above or equivalent
- Ability to maintain confidentiality at all times whilst working with sensitive and personal data
- Practical experience of a records management environment or similar
- Experience of supervising a small team is desirable
- Proven experience of using ICT systems including database use and data interrogation, production of reports as and when required to support recommendations/demonstrate performance.
- Good interpersonal skills with a proven ability to interact positively with people at all levels
- Ability to lead a team and deliver change, monitoring staff welfare and performance throughout.
- Strong proven ability to pay attention to detail and ability to quality assure work carried out by team
- Ability to work and set/monitor deadlines
- Proven problem solving ability.
- To demonstrate the ability to identify, formulate and contribute to team objectives.
- Able to work to changing deadlines and to ensure appropriate use of resources across BCH Records Management.
- Ability to properly record progress in order to afford an audit trail in accountable matters
- Physical ability to lift, handle and move boxes of files and work at height.
- Mental resilience to cope with the stresses of supervising staff and occasional distressing content of some files
- Good knowledge of Data Protection Act 2018 and awareness of – Human Rights Act 1998, , Computer Misuse Act 1990, Government Protective Marking Scheme, good knowledge of Health and Safety Procedures, experience in system interrogation and understanding of the APP guidance on the retention of police records.

### Any other General Requirements/Scope

- The post holder will be required to travel to different locations across Bedfordshire, Cambridgeshire and Hertfordshire for work, meetings and training events.
- If using a private vehicle then business insurance needs to be organised by the individual.
- The post holder may be required to work additional hours.
- Vetting is required, as advised by the Vetting Unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

### Obligatory Requirements

- Before commencement of this appointment, this role may be subject to a medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.



## ROLE PROFILE

### Personal Qualities (Behavioural Competencies)

#### We are emotionally aware

I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

#### We take ownership

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

#### We are collaborative

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

#### We deliver, support and inspire

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

#### We analyse critically

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

#### We are innovative and open-minded

I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.