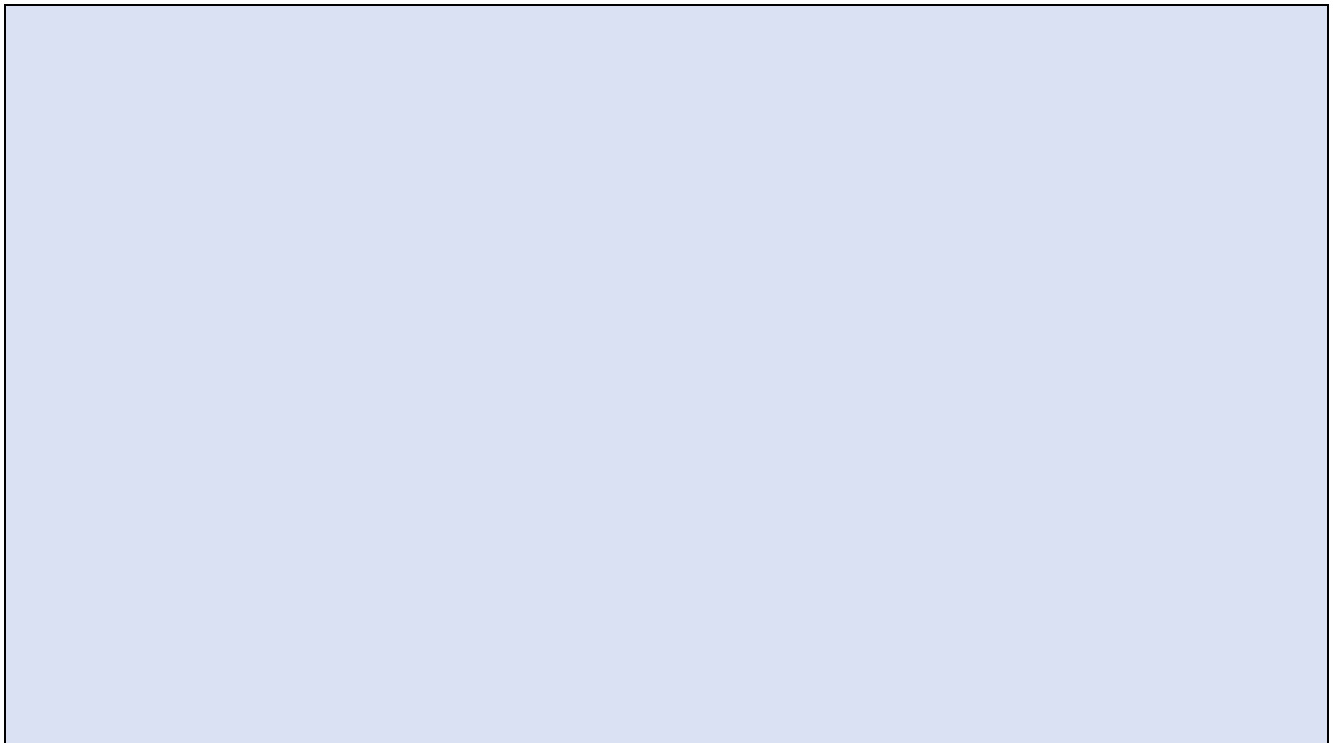


Job Description

A Post Details	
Job Title: M365 Records Officer	Grade: A006
Department: Information Management	Division: A-Division
Reports to: Force Records Management	Contract type: Permanent
Level of Vetting: Management Vetting	Numbers in Post: 1
Welsh language required: No	
B Purpose of the Post	
The job holder will be responsible for developing, implementing and embedding records management requirements using Microsoft 365 (M365) technology, particularly Microsoft Purview tools available through the organisation's E5 license. They will assist in ensuring compliance with data protection legislation and force policy, providing expert advice for users and help monitor compliance reports in order to improve records management standards across the force. The job holder will also be the force's subject matter expert in records management within M365.	
C Dimensions of the Post	
Direct: None Indirect: Provide advice and support to the Force Records Manager and liaise with business areas to help embed records management practices using M365 and Purview tools.	
D Principal Accountabilities	
- Develop, implement and maintain processes, procedures and documentation for managing, retrieving and disposing of records using Microsoft Purview (Compliance Centre) and eDiscovery (Premium), in compliance with Data Protection legislation and retention requirements. - Assist M365 and Purview administrators in applying retention labels, sensitivity labels, and other records management compliance features across Microsoft 365 services. - Work with stakeholders and Information Asset Owners (IAOs) to identify and appraise records, agree retention options and make recommendations regarding the use of M365 tools to improve data governance. - Develop guidance, policies and deliver appropriate training to support users to adopt records management tools within M365 and change ways of working. - Monitor the records management compliance dashboards and reports in Microsoft Purview, reporting where relevant to the Force Records Manager / Information Board / Senior Information Risk Owner (SIRO) on performance. - Advise departments on their options to use M365 functionality to manage legacy unstructured records. - Review organisational administration such as access, security, permissions, workflows and procedures are up to date and in line with forces records management requirements. - Stay informed about M365 E5 and Purview capabilities by participating in internal knowledge sharing, utilising Microsoft Enterprise Skills Initiative-funded training, and collaborating with both Technology and Microsoft directly, as well as other police forces or public sector organisations.	



E Decision Making

- The post holder will provide subject matter expertise on M365 compliance center and eDiscovery and will apply complex rules which will enable compliance with Data Protection Legislation and retention rules. Consequences if this is not completed correctly could lead to a breach of the Data Protection legislation.
- Have a significant say in decisions affecting BTP's information protection, governance and data loss prevention strategy.
- The post holder will support the Force Records Manager in identifying and applying rules and procedures to ensure compliance with data protection and retention requirements using Microsoft Purview tools.
- The post holder will work towards developing subject matter expertise in Microsoft Purview records management and escalate complex issues or decisions to the Force Records Manager.

F Contact with Others

- Internal – Senior Information Risk Owner (SIRO), Information Management, Technology, M365 Technology Teams and internal stakeholders
- External – Microsoft, other Forces

G Essential Criteria

Qualifications and Training:

- Educated to A-Level or possess equivalent experience
- Must hold or be able to attain a recognised Records Management Qualification (such as PDP Records Management Practitioners Certificate).
- Relevant training or experience with Microsoft Purview and eDiscovery tools.
-

Experience:

- Significant experience of using electronic records management tools, preferably M365.
- Significant experience of interpreting complex rules, regulations, requirements and identifying options / solutions on how to accommodate those within the system.
- Substantial experience of monitoring performance including producing accurate reports to inform management decisions.
- Substantial experience of working on your own initiative, delivering projects, investigating problems, developing solutions and taking appropriate timely action to resolve them.
- Experience of information and data management in a large organisation, including key processes of reviewing, retaining and disposing of information for compliance.
- Experience in developing policies, guidance as well as the delivery of training to support users to help embed changing ways of working with the successful adoption of appropriate records management tools within M365
- Experience assisting with training or guidance to support user adoption of digital tools.

Skills:

- Excellent organisation and time management skills including the ability to work under pressure, managing multiple priorities and meeting statutory deadlines
- Excellent verbal reasoning, ability to present logical argument, ability to engage and influence stakeholders and draft accurate and concise documents to tight deadlines
- Ability to rapidly assimilate and digest large volumes of complex legislation & information
- Able to use own initiative and work unsupervised to achieve goals & deadlines

Knowledge:

- Good level knowledge of Data Protection legislation and Government Security Classification principles, ideally including experience/ knowledge of the MOPI Code of Practice and Authorised Professional Practice.
- Knowledge of records management standards and a sound understanding of current records management issues and best practice
- Awareness of Microsoft 365 compliance features, particularly within the E5 licence stack (e.g. retention labels, sensitivity labels, eDiscovery).

Desirable criteria:

- Experience of working for British Transport Police
- Supporting business change in police or other emergency services

H Additional Information

- BTP is a national Force across 3 countries and although this role will be based in Cardiff the post holder will be required to travel across the 3 countries to meet with stakeholders, management, and suppliers as needed

For Panel to complete only:

Panel Approval: Jodie Childs 3661

Date: 01/09/2025

Please submit with supporting documentation (organisational charts, job descriptions) via the [Hub](#)