

## Job Description

<b>A Post Details</b>	
Job Title: Records Management Officer	Grade: A006
Department: Information Management	Division: A
Reports to: Force Records Manager	Contract Type: Permanent
Level of Vetting: Management Vetting	Numbers in Post: 3 Post Numbers: A100602, A101043, A100673
Welsh language required <b>No</b>	
<b>B Purpose of the Post</b>	
<p>To assist the Force Records Manager in ensuring the Force manages its records effectively and in line with relevant legislation and guidance. Provide advice, guidance, and support to individuals across the organisation on best practices associated with records management.</p> <p>To undertake the review of British Transport Police (BTP) electronic records (Niche), physical records (Iron Mountain, CycMOPA) and any other relevant BTP systems in line with guidance and legislation specific to Police Forces, College of Policing APP on MoPI, the Home Office guidance on retention of custody images and the NPCC National Retention Schedule. Carry out assessments of large amounts of information held by BTP and on national systems (PNC and PND) to identify risk and harm and make sound decisions on the review, retention and disposal of records held on that basis.</p>	
<b>C Dimensions of the Post</b>	
<p><b>Financial – Direct or Non-Direct</b> None</p> <p><b>Staff Responsibilities – Direct or Non-Direct</b> None</p> <p><b>Any other Statistical Data</b> There is a requirement to interpret and produce statistical reports</p>	
<b>D Principal Accountabilities</b>	
<p>Conduct reviews of information held on force systems and make significant decisions in relation to the retention and disposal of records held both electronically and in physical form such as paper files / media to ensure records are managed in accordance with the Authorised Professional Practice (APP) on the Management of Police Information (MoPI), NPCC National Retention Schedule and other relevant guidance and legislation.</p> <p>The post holder must fully assess all relevant information and systems to determine the possible future risk and harm a nominal could pose and the possible safeguarding risk to that individual themselves. This is considered specifically in relation to the decision to retain or dispose of a record and whether there remains a policing purpose to retain that record.</p> <p>The post holder will be solely responsible for making decisions on MoPI reviews where the Management Team has assessed there is a lower level of risk. <i>For example: where nominal records are to be retained, downgraded from Group 1 to Group 2, where the actual content of linked information is Group 3 (despite the title of the record) and custody images where there is a presumption of deletion under Home Office guidance.</i> However, when nominals are linked to information that is Group 1 or Group 2 in content or where there are more complex considerations required, the review will be escalated to the Nominal Review Team Leader, who will make the decision on disposal or if further escalation is required.</p>	

Escalate any issues identified regarding risk and harm an individual may pose to the community to internal departments such as the Force Intelligence Bureau (FIB), Public Protection Unit (PPU), Professional Standards Department (PSD), Sensitive Intel Unit (SIU) and external organisations i.e. other Police Forces to escalate the issues identified.

Document the review process by completing the National Retention Assessment Criteria (NRAC) form, providing a clear, cogent audit trail of the considerations taken to support the decision taken in adherence to the requirements under the MoPI APP.

Attend court where necessary, to justify retention decisions providing witness evidence and rationale in support of decisions made.

As part of the MoPI review process check accuracy, completeness and reliability of records on relevant computer systems identifying any compliance issues and refer them to the relevant departments / System Administrator to ensure any deficiencies are appropriately rectified.

Merging records on BTP's Police system (Niche) in line with established business rules. Utilise a variety of searching capabilities to locate duplicate records, thereby ensuring compliance with the "golden nominal" and "POLE" principle.

Provide resilience for the Nominal Review Team with data quality work such as merging duplicate nominal records as and when required.

Engage with staff and records owners to provide advice, guidance and support in the application of MoPI guidance, national and local retention rules and best practices associated with records management principles.

Provide a service to CycMOPA / Iron Mountain users ensuring the smooth running of the systems. Process requests relating to the systems and maintain the systems to a high standard by reviewing access and usage.

Complete quality assurance audits on the CycMOPA system, challenging the integrity of data entered onto the system and make decisions on the appropriateness of using the system for archiving physical records. Contribute to the on-going training and development of the users.

Deal with physical file requests by locating, retrieving, scanning, or making copies of the master media, sending original records if required and re-archiving them once complete.

Review the monthly Police National Legal Database (PNLD) amendment list to ensure BTP adheres to the latest guidance and legislative changes, but also challenge any offences that are felt to have been given an incorrect MoPI grouping.

Conduct the centralised file merge process for the force, re-archiving records from across the country in line with this process and archive any other items as and when required.

Assist in the development, implementation and problem solving of the digitalisation process to enable BTP to transition from storing physical records held in Iron Mountain to electronic storage.

Assist Force Records Manager as and when required and in the absence of the Force Records Manager attend local, regional and national meetings concerning records management.

<h2>E Decision Making</h2>
<p><b>Make decisions</b></p> <ul style="list-style-type: none"> <li>• Make decisions in respect of whether information is accurate and held for a policing purpose.</li> <li>• Use own judgment to identify risk, harm safeguarding issues and to decide whether relevant material should be retained or disposed of in accordance with relevant legislation and guidance. These decisions take into account the very varied rules and considerations in the MoPI APP, Home Office guidance on custody images, and the Data Protection Legislation.</li> <li>• Be solely responsible for making decisions on MoPI reviews where the Management Team has assessed there is a lower level of risk. This constitutes the majority of reviews conducted and will be conducted with no referral to line management.</li> <li>• Make specific recommendations and have input into decisions in relation to new / existing procedures including the development of local guidance documents.</li> </ul> <p><b>Significant say in decisions</b></p> <ul style="list-style-type: none"> <li>• Make recommendations to the Management Team in respect of disposal of nominal records and custody images assessed as being of higher risk, providing clear and evidence-based rationale to significantly influence the decision made.</li> </ul>
<h2>F Contact with Others</h2>
<p><b>Internal</b></p> <p>Work alongside the Nominal Review Team, Archiving and Digitalisation Coordinator &amp; Departments within Information Management. Will have regular contact with colleagues at all levels force wide, including Station Support Officers, Operational Officers, CoRE Unit, Analysts, Force Contact Centre, Crime Auditors, PNC Bureau, Technology, Professional Standards, Sensitive Intel Unit, Scientific Support Unit and Justice.</p> <p><b>External</b></p> <p>Liaise with other Police forces, Home Office departments and external system suppliers</p>
<h2>G Essential Criteria</h2>
<p><b>Qualifications and Training:</b></p> <ul style="list-style-type: none"> <li>• Educated to A-Level or possess equivalent experience</li> <li>• Must be able to hold or attain a recognised Records Management Qualification (such as PDP Records Management Practitioners Certificate)</li> </ul>
<p><b>Experience:</b></p> <p>Excellent interpersonal and communication skills in Welsh <b>No</b></p> <ul style="list-style-type: none"> <li>• Demonstrate experience of researching and interpreting high volumes of Information</li> <li>• Experience in recording and assessing information accurately and concisely within IT systems</li> <li>• Experience in working under pressure and unsupervised</li> <li>• Experience in maintaining a busy workload, prioritising demand, and working to strict deadlines</li> <li>• Experience in maintaining and managing confidential records / information</li> <li>• Exercising judgement and interpreting complex guidance and legislation to make decisions</li> <li>• Proven experience of considering risk and harm to make informed and balanced decision on the retention of data</li> </ul>

<p><b>Skills:</b></p> <p>Excellent interpersonal and communication skills in Welsh <b>No</b></p> <ul style="list-style-type: none"> <li>• Must be self-motivated, possessing enthusiasm and drive</li> <li>• Must have a high level of proven IT skills particularly full suite of Microsoft applications</li> <li>• Must have proven research and analytical skills</li> <li>• Ability to assess information to identify characteristics and trends to establish patterns of behaviour</li> <li>• Exercising judgement and interpreting complex guidance and legislation</li> <li>• Proven ability to make effective decisions independently</li> <li>• Ability to maintain a high level of accuracy and consistency while carrying out repetitive tasks</li> <li>• Ability to work independently and as part of a team</li> <li>• Ability to produce written and statistical reports to a high standard</li> <li>• Must possess a professional attitude to work and be able to communicate in a confident manner with people at all levels within and outside the organisation</li> <li>• Commitment to continuous improvement, have a flexible approach to work with the ability to develop new ideas and be willing to adapt to and accept change</li> <li>• Able to take on new responsibilities and keen to develop, implement and maintain new procedures</li> <li>• Ability to build relationships with key stakeholders</li> <li>• Negotiation and problem-solving skills, actively seeks to find solutions to problems</li> <li>• Ability to persuade and influence others, providing sound and justified rationale</li> <li>• Ability to explain complex processes / guidance to others</li> <li>• Use of police information and intelligence systems would be advantageous i.e. Niche, PNC and PND</li> </ul>
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Understanding and working knowledge of Data Protection Legislation, the European Convention of Human Rights Act and Home Office, NPCC and College of Policing Guidance particularly MoPI.</li> <li>• Understanding and knowledge of records management issues</li> <li>• IT literate and understanding of a range of computer systems</li> <li>• The post holder is required to have an understanding of diversity and inclusion</li> </ul>
<p><b>Desirable criteria:</b></p> <ul style="list-style-type: none"> <li>• PDP Records Management Practitioners Certificate or have attended courses in information management particularly surrounding records management</li> <li>• Trained in the use of police systems such as Niche, Control Works, PNC and PND</li> <li>• Experience of working in a police environment</li> <li>• Intranet editing</li> </ul>
<p><b>H Additional Information</b></p> <ul style="list-style-type: none"> <li>• The main challenge facing the Reviewer is the sheer volume of personal information held on the BTP systems.</li> <li>• Failure to identify risk and harm factors relating to nominals held on our systems, leading to the deletion of information that still has a policing purpose could present a risk to public safety and therefore serious reputational harm to the force if decisions made are erroneous or legally indefensible.</li> <li>• Must be prepared to view and examine material of a sensitive, distressing and/or disturbing nature</li> <li>• The post holder will be required to attend training courses and continue to update their knowledge around Data Protection Legislation, the European Convention of Human Rights Act and Home Office, NPCC and College of Policing Guidance particularly MoPI.</li> </ul>
<p><b>For Panel to complete only:</b></p> <p><b>Line Manager Approval: Force Records Manager</b></p> <p><b>Panel Approval: Panel held 29/09/2023</b></p> <p><b>Date: 29/09/2023</b></p>