UNIVERSITY OF
LEADING
THE WAY
WESTMINSTER⁜

JOB DESCRIPTION

NOTE: This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities may be expected to change over time. Jobholders should be consulted over any proposed changes to this job description before implementation.

Job title: Senior Records Manager

Reports to: Head of University Records and Archives (University Archivist)

Grade: NG6

Purpose: To assist the Head of University Records and Archives in the provision of an effective and professional archives and records service, leading on the development and support of a culture of high-quality records management practice across the University.

PRINCIPAL ACCOUNTABILITIES:

1. To lead on the development, implementation and support of systems, processes and practices which facilitate compliance with the requirements of information legislation, including retention schedules and secure records destruction; work with the Head of University Records and Archives to continue to improve and embed good records management practice and legislative compliance across the University.

2. Deliver specialist professional guidance, training, and support as the technical expert on corporate records issues in line with legislative requirements and business needs.

3. Take lead responsibility to develop and implement a University-wide programme to manage the organisation's born-digital corporate records with a solution based on Microsoft SharePoint; including the line management of project post holders (including students).

4. Manage the relationship with the University's off-site records storage contractors through the fulfillment of service level agreements and regular statistical reporting.

5. Identify and appraise corporate records for institutional archives, making recommendations to the Head of University Records and Archives and following up as appropriate.

6. Work closely with the Information Compliance Manager to contribute to the ongoing development and delivery of the University's information compliance strategy to ensure

legislative compliance and business efficiency and effectiveness, collaboratively developing and delivering guidance and training as required.

7. Take a proactive role as a member of appropriate University groups and committees on behalf of the Archives and Records team; participate in and/or lead meetings and working groups with a view to developing, providing technical guidance to inform decision-making, following up on relevant actions, and maintaining and monitoring the best possible quality of service.

8. Contribute to general training and development programmes for colleagues at the University as appropriate. Keep up-to-date with current issues and trends in the sector and develop relationships with appropriate professional contacts, both within and outside UK Higher Education, in order to inform practice and contribute to team activities.

9. Carry out any other duties as appropriate within their competence as may be required by the Head of University Records and Archives.

CONTEXT:

Student and Academic Services (SAS) provides professional, efficient, and consistent researcher and student-focused support and services across the University's main sites in the West End and at Harrow. It leads on professional support for a wide range of governance, research, learning, and wellbeing interventions that enhance the experience of students, colleagues, and alumni throughout their relationship with the University.

SAS is a large and complex Directorate, organized into six clusters:
- Business Operations
- Employability and Graduation Success
- Learning Innovation and Digital Engagement
- Library and Archives Service
- Research and Knowledge Exchange Office
- Student Support and Residential Life

The Library and Archives Service comprises around 50 people, working in the following teams:
- Academic Engagement and Learning Development
- Content and Digital Services
- Customer Service
- Development and Planning
- Library Operations and Services
- University Records and Archives

Since 1994, University Records and Archives has provided a professional archive and records management service to collect and preserve records, the corporate memory of the University, created by the University and its predecessors, in order to make them accessible to students, colleagues, and the general public for use both now and in the future. University Records and Archives is the central point of information about the University's history and answers enquiries from students, colleagues, and the wider community. The team oversees the University's currently recordkeeping and assists departments in managing their records efficiently and in

accordance with legislative requirements and best practice. The post holder will be part of a small team (c.5 people) of qualified professionals with expertise across archives, museums, and records management.

The archive collections comprise over 1,000 linear metres of historic records dating back to 1838, as well as several deposited collections of teaching and research interest, including architecture, town planning, Chinese visual culture, and the Westminster Menswear Archive (comprising over 85 linear meters of hanging garments). The collection includes approximately 40,000 photographs, glass plates and slides, over two-thirds of which are digitised. The online catalogue comprises over 50,000 individual records and over 20,000 digital objects. Online resources include the digitised Polytechnic Magazines 1879-1960, Oral History Project, Archigram Archival Project, and the China Visual Arts Project Archive. Since 2010, University Records and Archives has been running an oral history programme, which aims to capture the memories and experiences of former colleagues and students. Details of holdings can be found here.

There has been considerable investment in the archive space with strong rooms which provide secure and environmentally controlled storage, which is fit for purpose and of a high standard, and a dedicated reading room for researchers. University Records and Archives arrange and catalogue the archive holdings in accordance with international cataloguing standards in order to facilitate access and retrieval, using specialist archival management system, AtoM. Since July 2016, the team has been actively dealing with digital records with the procurement of Arkivum 100 preservation storage and the implementation of the Arkivum-Perpetua product which integrates the storage with Archivematica (a web and standards-based open-source application which allows the preservation of long-term access to trustworthy, authentic, and reliable digital content). In 2017/18 University Records and Archives was the recipient of a grant award by Jisc as part of the Research Data Shared Service (RDSS) Digital Preservation – Records and Archives Management Pilot Programme, for which the final report can be found here.

University Records and Archives is an active, customer-focused service. The team deal with enquiries, accommodates visits by researchers from within and beyond the University and supports a number of outreach activities by means of contributing to publications and exhibitions, and by giving talks and training sessions to groups of colleagues, students, and external visitors.
The University is committed to managing its records efficiently and effectively regardless of format or medium. University Records and Archives leads on this activity by promoting best practice and offering advice and training on legal and technical developments in relation to good recordkeeping and records management. The team manages a comprehensive records retention schedule programme which is used in conjunction with off-site specialised records storage facilities (provided by external supplier), including retrieval of records, transport, storage, and secure destruction of hard copy records. They work closely with departments to create retention schedules, select records for transfer to off-site storage, and review records for destruction. The team also advises and assists in the management of current paper records on site in the institution.

Increasingly the University is becoming more reliant on born-digital records. The University Records and Archives team works closely with Information Systems and Support (ISS) and Information Compliance colleagues to ensure the robustness of our systems and IT infrastructure with regard to electronic recordkeeping. Since 2017, the University has implemented Microsoft O365 as its strategic communications and electronic document management platform. The University Records and Archives team continues to work to help deliver the cultural change necessary to improve the way colleagues create, collaborate, and manage their records.

The primary role of the Senior Records Manager is to lead on the development of systems, processes and practices that provide colleagues and students with guidance on legislation

and records management practices and which embed good records management practice across the University in order to facilitate compliance with information legislation requirements and to deliver best practice business benefits.

The post holder will take a leading role in supporting the operation and development of the University Records and Archives service. They will be expected to be proactive in monitoring developments and applying best practice. They will have specialist technical knowledge and will be expected to problem solve within their own areas of expertise. The post holder will deputise for the Head of University Records and Archives as required.

The post holder will be expected to foster cross-team project working and to deliver a culture of sharing knowledge and information across the University. They will work closely with colleagues across SAS but also the wider Professional Services, including Academic Registrars, Finance, Estates Planning and Services, and particularly ISS colleagues and the Information Compliance team, collaborating in the development of ways of embedding good records management practice across the University. Key relationships will be with members of the academic and administrative community at all levels, negotiating with, persuading, advising, and influencing on information legislation policy issues. The post holder will respond to complex requests to ensure that applicants' needs are met in line with the University's information and records management strategies and in support of the University's good reputation. . The post holder is expected to build and maintain networks and go 'out-and-about' in the University making contacts and promoting the services.

The Library and Archives Service makes a significant contribution to the University's key metrics, including the NSS, TEF, KEF and REF, and supports the University in meeting its statutory obligations in relation to information compliance.

SAS is committed to developing the skills and capabilities of its colleagues through a proactive programme of staff development. The post holder will be expected to engage in personal development and to be a role model to all members of the team. Support towards the Archives and Records Association's Foundation and Registered Membership would be given.

DIMENSIONS:

University Records and Archives manage two sites: the Westminster Menswear Archive at Harrow and the University Archive at Little Titchfield Street in the West End. The post will be based at Little Titchfield Street, but all SAS appointments are made on the understanding that colleagues will serve at any of the service points should the need arise. Occasional attendance at external meetings will be required.

The post holder has a supervisory role for 1 FTE and is expected to have line management responsibility for project posts (including students).

They will contribute to general staff training and development programmes as well as provide training to colleagues in their own areas of knowledge or expertise.

The post holder has responsibility for managing the budget for specialised off-site records storage under the direction of the Head of University Records and Archives (£21,000 in 2015/16). It is also expected that the post holder will have responsibility for the deployment of project budget(s) and/or for associated financial records.

The University requires all post holders to have an understanding of individual health and safety responsibilities and an awareness of risks in the work environment together with their

potential impact on both individual work and that of others. The post requires some lifting and carrying of archives, boxes etc, and the handling of loaded book trolleys. Carrying items up and down stairs may sometimes be necessary (lifts are usually but not always available). Climbing ladders in the strong rooms to lift boxes down from higher shelves will be necessary. For this reason, the University's course in manual handling techniques is mandatory unless this training has been completed elsewhere to the timescale and standard required by the University. In addition, the post holder will be required to work in some basement areas with minimal support.

Normal working hours for the Senior Records Manager are 9am-5pm Monday to Friday. The post holder may sometimes be required to work outside of normal hours in response to user or service expectations.

Prepared by: Elaine Penn, Head of University Records and Archives Date: August 2021

PERSON SPECIFICATION

	Essential Criteria	Desirable Criteria
Qualifications	• A relevant degree or equivalent practical experience that demonstrates relevant levels of knowledge and skills for the role (as outlined in this job description and person specification). • A recognised professional post-graduate qualification, or equivalent practical experience, in archives, records management or information management.	• Membership of recognized professional body.
Training and Experience	• Evidence of varied professional experience in the provision and support of archives and records management services. • A broad and deep knowledge and applied experience of the legislative and regulatory requirements and best practice standards in archives and records management, especially in UK and EU information legislation. • A sound understanding of records management principles and applied experience of developing systems for managing records of diverse formats and media. • Demonstrable experience of developing records management policy statements, reports, and operating procedures. • Professional experience of working with senior colleagues across an institution. • Demonstrable knowledge and understanding of and interest in current issues relating to archives, records management,	• Experience of working in the Higher Education sector. • Project management experience. • Experience of providing management information using reporting tools, web applications and spreadsheets to senior management. • Experience of working with AtoM and Archivematica.

	and information compliance, particularly in the areas of electronic records management and digital preservation. • Supervisory experience. • Experience of working with Microsoft SharePoint, or other ERDMS.	
Aptitude and Abilities	• Excellent verbal and written communication; the ability to articulate records issues to a wide audience, including colleagues, academic colleagues, students, and the general public. • Excellent interpersonal skills, including ability to develop effective relationships with colleagues and external stakeholders. • Ability to think strategically and innovatively and to make independent decisions to support policy and operations which have short and long-term implications. • Ability to organise a complex workload, to prioritise, organize, plan ahead, and produce high quality work to deadlines. • Ability to train and develop colleagues across the University. • Confidence to work alone and to use own initiative to make decisions based on previous experience and evidence. • Meticulous organisational ability, accuracy, and attention to detail. • Proven capacity to work well in a team and have good working relationships with colleagues.	

	• Good IT skills and knowledge, including MS Office, use of email and Content Management Systems for webpages.	
Personal Attributes	• Proven commitment to delivering excellent customer-focused services. • Flexible and creative approach to work and a willingness to undertake a complex variety of tasks. • Patience and persistence in problem solving. • Fully committed to creating a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.	
Other	• Flexibility to work out of hours on occasion to meet user or service expectations. • Mandatory manual handling training.	