

HOUSING AGENCY OF JAMAICA LIMITED

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE: Senior Records Officer
DEPARTMENT: Information
DIVISION: Finance, MIS, and Information
POST NUMBER: 280207
GRADE: F **BAND:** 5 **POINT:** 1st.

Job Purpose:

The Senior Records Officer will be responsible for managing the organization, maintenance, and retrieval of records within the Documentation and Information Unit. This role will ensure that records are properly classified, stored, secured, and accessible in compliance with relevant policies and legal requirements. The Senior Records Officer will oversee both administrative and technical aspects of records management and contribute to the continuous improvement of documentation practices.

Key Outputs:

- Efficient and secure management of all organizational records.
- Improved processes for the classification, indexing, and retrieval of records.
- Regularly updated records management systems that comply with legal, regulatory, and organizational standards.
- Timely, accurate reporting on records management activities.
- Staff training on best practices in records handling and archiving.

Key Responsibilities:

Administrative Responsibilities:

- Oversee the overall administration of the records management system, ensuring efficient access, storage, retrieval, and archiving of physical and digital records.
- Develop, implement, and maintain records retention schedules and disposal policies in alignment with organizational and legal requirements.
- Supervise a team of records officers, providing guidance, support, and training.
- Ensure the integrity, security, and confidentiality of sensitive organizational data, including overseeing compliance with data protection regulations.
- Prepare reports and audits on records management activities, highlighting risks, successes, and areas for improvement.
- Collaborate with other departments to ensure smooth flow and organization of records.
- Maintain up-to-date knowledge of legislative and regulatory changes regarding records management.

Technical Responsibilities:

- Develop, implement, and maintain technical systems for managing electronic records, including document management systems (DMS) and archives.
- Perform regular updates to the electronic records system, ensuring proper indexing and classification for ease of retrieval.
- Troubleshoot technical issues related to records systems and escalate as necessary.
- Lead the transition and digitization of physical records into electronic formats.
- Manage backups and ensure that disaster recovery plans are in place for both physical and digital records.
- Research and recommend new records management software, tools, and practices that align with industry best practices.

Other:

- Comply with established safety and sanitation procedures.
- Perform other professionally assigned duties that may be given from time to time.
- Participating in the Agency's Committees (where necessary)
- Adhere to and administer the Agency's rules and regulations

Required Knowledge, Skills, and Competencies:

Knowledge:

- In-depth understanding of records management principles, practices, and systems.
- Knowledge of relevant records management legislation and best practices (e.g., ISO 15489, GDPR, national archives legislation).
- Familiarity with document management software and electronic records management systems.
- Understanding of information security, data protection, and confidentiality protocols.

Skills:

- Strong organizational and time management skills.
- Excellent attention to detail and accuracy in data entry and records handling.
- Proficiency in office productivity software (e.g., Microsoft Office, database management systems).
- Proficient in document management systems (e.g., SharePoint, OpenText, Laserfiche).
- Ability to train and mentor staff in records management best practices.

Competencies:

- **Leadership:** Ability to lead, motivate, and support a team of records officers.
- **Problem-solving:** Proactive in identifying challenges and providing effective solutions to records management issues.
- **Communication:** Strong verbal and written communication skills to interact with stakeholders and staff at all levels.
- **Attention to Detail:** Consistently demonstrates precision in managing and maintaining records.
- **Customer Orientation:** Ability to understand and meet the needs of internal and external clients.
- **Adaptability:** Ability to adjust to new systems, processes, and technologies quickly.

Minimum Required Qualification and Experience:

- An Associate Degree in Library Science, Information Management, Business Administration, Management Studies, Archives Management, or related field.
- A minimum of (3-5) years of experience in records management, including at least (2) years in a supervisory or senior position.
- Proven experience with both physical and digital records management systems and practices.
- Demonstrated experience in the development and implementation of records management policies and procedures.
- Certification in records management (e.g., Certified Records Manager (CRM), Certified Information Professional (CIP)).

Special Conditions Associated with the Job:

- Holder of a valid General Driver's License and a Motor Vehicle in good condition
- May be required to travel locally to attend conferences, seminars, and meetings.
- Maybe required to work on weekends
- May be required to work beyond normal working hours when the need arises.

Effort – Physical Demand

- 75% Normal physical demand is required.
- 25% Lifting of boxes
- Walking internally and during branch/site visits.

Effort – Mental Demand

- To solve HR-related matters, clients and other similar organizational challenges.
- To keep abreast of changes in the relevant fields
- To meet monthly and annual objectives
- To meet regular reporting deadlines

Working Conditions:

- Ninety percent (90%) of the time spent in the office, such as in meetings
- Ten percent (10%) of the time spent travelling locally (branches/sites), attending internal and external meetings or occasions/events, and sites.

Equipment Usage:

- Network Computer and/or Agency Laptop
- Telephone Devices (desktop and mobile)
- Printers, Scanners, Copiers, etc.
- Projector and Multimedia
- Binding and Laminating Machines
- External Drives

Reporting Relationship:

Reports To: Team Leader, MIS

Nature of Supervision received:

- Direct Supervision to ensure organizational goals and compliance with the required legislation/regulations
- Strategic Oversight
- Periodic Reviews
- Autonomy in the execution of daily operations
- Collaboration with cross-functional activities and partnerships

Supervision Given To:

- None

Nature of Supervision Given:

- None

Liases Internally with:

- Board of Directors, all members of staff, and Security and Janitorial Personnel

Liases Externally with:

- Jamaica Archives and Records Department
- Ministry of Economic Growth and Job Creation
- Ministry of Finance and the Public Service

Authority:

The Senior Records Officer is authorized to:

- Develop and implement records management policies and procedures within the unit.
- Approve records disposal and retention schedules within the framework of approved policies.
- Make recommendations for the improvement of records management processes and systems.

Performance Standards:

Performance is deemed satisfactory by the extent to which the following key outputs meet the established standard:

- **Efficiency:** All records are processed, categorized, and made accessible within defined timelines.
- **Compliance:** Ensure that records management practices comply with all legal, regulatory, and organizational standards.
- **Accuracy:** Ensure records are handled, stored, and indexed correctly with minimal error rates.
- **Innovation:** Continually assess and improve records management processes, including recommending and implementing new systems or software solutions.
- **Team Leadership:** Provide mentorship and guidance, ensuring the team is well-trained and productive, with a high level of engagement.

Agency Declaration:

Please note that the Housing Agency of Jamaica Limited Board of Directors reserves the right to revise and amend the Job Description when necessary to accommodate the needs of the business.

THIS DOCUMENT IS INTENDED TO BE A GUIDE IN TERMS OF MAJOR OUTCOMES/ACCOUNTABILITY OF THE PORTFOLIO SIGNIFIED ABOVE

Document Validation:

Employee's Signature

Date

**Senior Manager,
Finance, MIS, and Information**

Date

HR Representative

Date