

THE UNIVERSITY COUNCIL OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

POSITION: Records Manager
CLASSIFICATION: PIDG/RIM 5
DEPARTMENT: Human Resource & Administration
REPORTS TO: Director, Human Resource & Administration
DIRECT REPORTS: Records Management Officer
POST NUMBER: 298406

JOB PURPOSE

- To develop, implement and maintain a comprehensive records management system for the University Council of Jamaica.

Key Responsibilities:

- Develops and maintains computerized and manual records management systems for the UCJ's official documents, including the on-going design, implementation, and management of an imaging system;
- Conducts needs assessments to identify document management requirements of departments or end users;
- Develops a work plan for the records management function and reviews, evaluates, and makes recommendations on work products, methods, procedures, and policies;
- Develops or configures document management system features, such as user interfaces, access profiles, and document workflow procedures;
- Participates in the development, implementation, and maintenance of policies and procedures for the recording, indexing, filing, and retrieving of active documents and the storage of inactive documents;
- Determines document management policies to facilitate efficient, legal, and secure access to electronic content;
- Develops a document or content classification taxonomies to facilitate information capture, search, and retrieval;
- Assists in the assessment, acquisition, or deployment of new electronic document management systems;
- Implements electronic document processing, retrieval, and distribution systems in collaboration with other information technology specialists;
- Administers document and system access rights and revision control to ensure security of system and integrity of master documents;
- Reviews and updates the UCJ's records retention schedules and vital records, including working with staff to inventory records;

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- Provides for and administers the appropriate destruction of records;
- Coordinates requests for public records submitted under the Access to Information Act within guidelines stipulated by the Act;
- Researches records to prepare reports and provides follow-up information to customer and staff inquiries, as well as schedules and coordinates review of records;
- Participates in development of training materials, and assists in departmental and organization-wide training sessions on records management related topics and e-mail/internet policy;
- Coordinates training for and trains users on the operation of the electronic records management system;
- Communicates and ensures compliance with the UCJ's policies and procedures pertaining to the distribution of proprietary and confidential information and documentation to the public;
- Serves as liaison to all departments on records management related issues;
- Coordinates the work of records management staff, providing guidance and direction regarding proper records management practices and procedures;
- Agrees on objectives and performance targets with staff supervised and conducts interim and annual performance appraisals;
- Assesses staff training requirements on an on-going basis and ensures provision of structured training programmes and on-the-job coaching;
- Manages and monitors budget and resources of the department;
- Support the maintenance of third party certifications (ISO 9001).
- Review all UCJ documented information to ensure that they conform to QMS policy and procedure.
- Support the training and orientation of all company personnel in the documented company policies
- Assist with the maintenance of the UCJ's management review, audit and risk assessment schedules.
- Support the conduct of QMS compliance audits
- Prepare and submit monthly reports relating to the QMS, compliance and as required.
- Archive and maintain the company library of QMS resources.
- Assist in identifying proactive solutions by collecting and analyzing quality data
- Keep records of quality reports, statistical reviews and relevant documentation
- Assist the Process Owner in the maintenance of the core and supporting processes associated with the UCJ's Quality Management System
- Assist the Process owner in the implementation of proactive solutions to continually improve the core process
- Assist the Process Owner in monitoring customers' requirements associated with core and supporting processes of the UCJ's Quality Management Systems

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- Perform other related functions as directed.

Required Competencies:

- Knowledge of applicable laws and regulations
- Knowledge of principles and practices of records management including records retention laws/guidelines
- Knowledge of manual and electronic records management systems
- Methods and techniques of document indexing and coding
- Sound oral and written communication skills
- Sound interpersonal skills, including providing coaching and counselling
- Sound decision-making and problem solving skills
- Excellent written and oral communication skills
- Sound Integrity and maintain strict confidentiality
- Customer and Quality Focus
- Strong organisational, research and analytical skills
- Proficiency in the use of Microsoft Office applications
- Ability to work well under pressure

Qualifications and Experience:

- A Bachelors' Degree in Library Studies/Information Studies, from a recognized university; or a related degree.
- Certificate in Records Management.
- A minimum of three (3) years' experience working as a Records/Information Manager, Librarian or in a related field.

Employee (Print Name)

Supervisor (Print Name)

Employee Signature

Supervisor's Signature

Date

Date

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Version	Description of changes	Approved by	Revision Date
1.0	N/A	Althea Heron (Mrs) Executive Director, UCJ	September 11, 2017
2.0	Changes to key responsibilities to include QMS Rep. responsibilities	Althea Heron (Mrs) Executive Director, UCJ	June 22, 2018
2.1	Minor changes to qualification and experience	Althea Heron (Mrs) Executive Director, UCJ	January 17, 2022
2.2	Minor changes to qualifications to include Library Studies/Information Management	Althea Heron (Mrs.) Executive Director, UCJ	March 7, 2023