



Role Profile

Reference Number	MUL012
Role Title	Records Officer I
Directorate	Multiple
Department	Multiple
Reports to	

Role Purpose

Provide technical and administrative support to internal and external customers, focused on interrogating, interpreting, and maintaining formal records, registers, and databases of legal documentation, to enable BCP Council to carry out its statutory duties.

Accountabilities

- Respond to enquiries relating to records from internal and external stakeholders, exercising discretion and judgement to resolve problems and provide advice. Escalate unresolved issues by identifying appropriate channels to ensure they are addressed in a professional and timely manner.
- Maintain and update formal frameworks, registers, and databases using a range of information to ensure the Council discharges its statutory function.
- Identify, investigate, and address data anomalies within defined processes and timescales to ensure information is verified and accurate.
- Review, interpret and provide advice on formal documents to internal and external stakeholders (such as legal deeds, covenants, and local land charges). Where required, undertake site visits to verify and collate information to inform decision making.
- Utilise ICT systems to prepare documents and produce reports, plans, drawings or other technical requirements to defined standards.
- Undertake processing of applications and data requests in accordance with well-defined procedures and criteria, to ensure positive outcomes for customers.

Knowledge / Skills / Experience required

- A Level qualifications or equivalent experience.
- Knowledge of a range of relevant systems, processes and procedures.
- Knowledge of relevant databases or registers, including knowledge of required standards and statutory requirements and protocols.
- Knowledge of IT packages including Word, Excel and PowerPoint.
- Experience of working with external customers or stakeholders.
- Ability to communicate with a range of internal and external stakeholders to resolve and escalate complex issues in a professional manner.
- Ability to plan and prioritise tasks and activities.

Dimensions of role

- The role does not have any managerial responsibilities, but may provide guidance or support to more junior colleagues.
- This role does not manage any direct budgets.
- Planning is focused on managing workload in response to need over the coming days and weeks.

Notes

Date:	01/02/2021
Working Conditions:	Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them: • The role will need to maintain concentration in the face of monotony when entering and maintain records, to ensure accuracy.
Working Arrangements:	• No specified working arrangements outside of a normal working pattern.