



<b>JOB TITLE:</b>	Records Management Officer
<b>SALARY GRADE:</b>	Grade 6 £27,711-£30,060
<b>DIRECTORATE:</b>	Strategy and Performance
<b>TEAM:</b>	Cyber Security and Information Management
<b>LOCATION OF WORK:</b>	Service Headquarters
<b>HOURS OF WORK:</b>	35 Hours per week
<b>DIRECTLY RESPONSIBLE TO:</b>	Cyber Security and Information Manager

<b>LEADERSHIP BEHAVIOUR LEVEL:</b>	<b>LEADING YOURSELF</b>
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**MAIN JOB PURPOSE**

To implement, coordinate and develop the Service’s approach to records and data management. The post holder will maintain the integrity of records, ensure compliance with data governance legislation, and advise and support staff responsible for the management of departmental records.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

**KEY AREAS OF RESPONSIBILITY**

1. To manage the delivery of high-quality records management which supports the organisation’s service delivery.
2. To implement, coordinate and develop the Service’s strategy for records management, regularly advising on the suitability of the design, tools, activities, control measures and processes required to effectively manage the records of the organisation.
3. To develop processes and guidance relating to records management to ensure the organisation has effective records management in place.
4. Promote good records and information management practices, including the management of both digital and physical files, through the delivery of training and creation of supporting guidance.
5. To assist with the Service’s compliance with data/information management and governance legislation and best practice.
6. Work with departmental leads, to establish and implement processes for improving and assuring data quality for national data returns such as HMICFRS, CIPFA and Home Office.
7. Where applicable, contribute to internal and external information audits.
8. To produce written reports and prepare and deliver verbal presentations as required.
9. To undertake any other duties deemed suitable by the Authority commensurate with the grade.

## VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

### We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

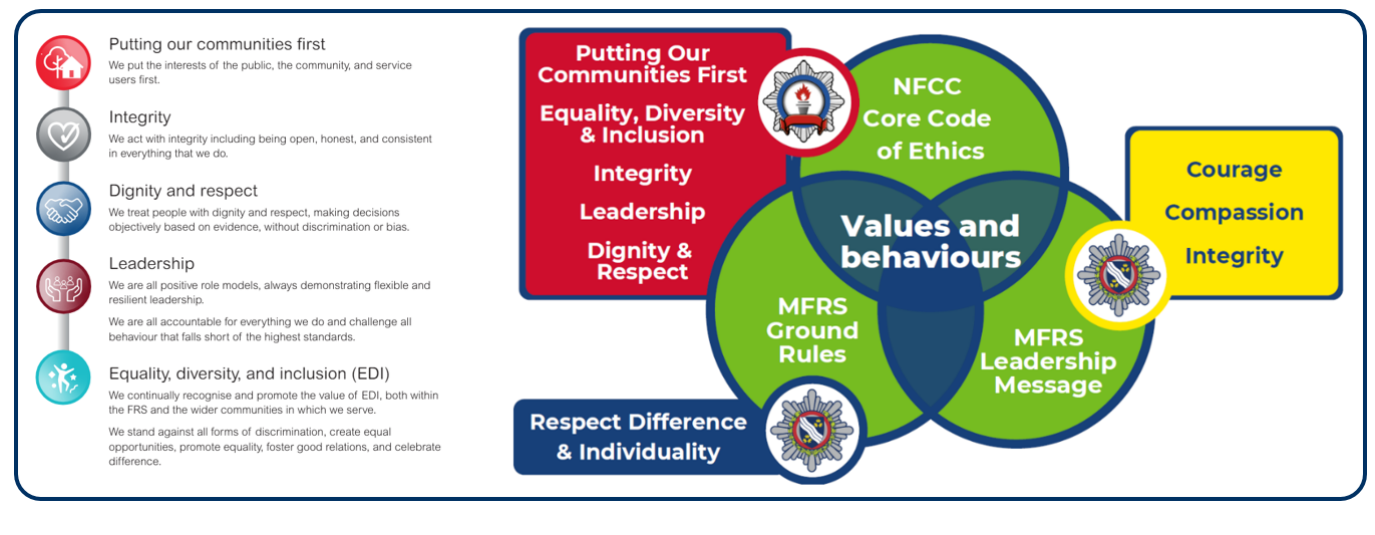
### We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

### We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRA's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



## LEADERSHIP BEHAVIOURS

### LEADING YOURSELF

<b>Personal Impact</b>	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
<b>Outstanding Leadership</b>	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
<b>Service Delivery</b>	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
<b>Org. Effectiveness</b>	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

Date job profile prepared / revised:

March 2025

# MERSEYSIDE FIRE & RESCUE SERVICE

## PERSON SPECIFICATION



<b>Job Title:</b>	Records Management Officer	<b>Team:</b>	Data and Technology
<b>Salary:</b>	Grade 6	<b>Directorate:</b>	Strategy and Performance

QUALIFICATIONS & TRAINING	ESSENTIAL/DESI RABLE	ASSESS ED BY
Educated to degree level or equivalent.	DESIRABLE	A/PD
Records Management Qualification.	DESIRABLE	A/PD
General Data Protection Regulation and/or Data Protection Qualification.	DESIRABLE	A/PD
KNOWLEDGE & EXPERIENCE	ESSENTIAL/DESI RABLE	ASSESS ED BY
Experience in developing processes and guidance relating to records management.	ESSENTIAL	A/I
Experience in implementing and coordinating records management policies and processes.	ESSENTIAL	A/I
Experience of promoting good records and information management practices to staff.	ESSENTIAL	A/I
Experience in implementing or undertaking data quality activities.	DESIRABLE	A/I
Experience in data protection and principles of information security.	DESIRABLE	A/I
Experience of working independently and in a collaborative environment.	ESSENTIAL	A/I
Knowledge		
Understanding of records management, lifecycle and retention periods	ESSENTIAL	A/I
Knowledge of legislative requirements of data protection and principles of information management and security.	ESSENTIAL	A/I
Understanding of National Fire Chief Council (NFCC) Data Management Fire Standard	DESIRABLE	A/I
A good understanding of Microsoft Business Collaboration Tools and M365.	ESSENTIAL	A/I
SKILLS & ABILITIES	ESSENTIAL/DESI RABLE	ASSESS ED BY
Strong written and oral communication skills.	ESSENTIAL	A/I
Strong interpersonal skills.	ESSENTIAL	A/I
Ability to conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.	ESSENTIAL	A/I
Proven track record of innovation, service improvement and project delivery.	DESIRABLE	A/I
Strong written and oral communication skills.	ESSENTIAL	A/I
WORK RELATED CIRCUMSTANCES	ESSENTIAL/DESI RABLE	ASSESS ED BY
A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	ESSENTIAL	I
Role will be based at MFRS SHQ.	ESSENTIAL	I
Some travel may be required for the purpose of meeting with Third Parties or visiting other MF&RS sites and other Fire & Rescue Services.	ESSENTIAL	I
Flexibility regarding working hours will be required to meet deadlines.	ESSENTIAL	I
Full UK driving licence.	DESIRABLE	I

<b>A</b>	Application	<b>I</b>	Interview	<b>PD</b>	Produce Documentation
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