

## **Records Manager**

**Organisation:** The National Lottery Community Fund

**Directorate:** Chief Executives Office

**Department:** Information Governance

**Role/Competency level:** Level 3

**Reports to:** Head of Information Governance and Data Protection Officer

### **Role purpose**

In this role, you will lead the Fund's strategic approach to records management, ensuring information is managed responsibly, consistently and in accordance with legislative, regulatory and organisational requirements. You will develop and maintain a comprehensive records management framework that enables effective governance, protects organisational information assets and supports informed decision-making across the Fund.

As the Fund's records management specialist, you will provide expert advice and leadership to embed a culture of effective record keeping, ensuring information is appropriately created, maintained, retained, archived and disposed of throughout its lifecycle. You will work closely with Information Asset Owners, Information Asset Managers and stakeholders across the organisation to promote accountability and continuous improvement in records management practices.

You will lead the Fund's relationship with The National Archives, ensuring compliance with public records obligations and the effective management and transfer of records of enduring historical value. You will also support the organisation's digital and technological development by providing specialist expertise on electronic document and records management, including the effective use of Microsoft 365, SharePoint, Teams and Microsoft Purview.

Through training, stakeholder engagement, performance monitoring and assurance activities, you will strengthen organisational compliance, reduce information-related risk and raise the profile of records management across the Fund. You will provide line management to the Records Management Officer and deputise for the Head of Information Governance when required, contributing to the delivery of a trusted and effective information governance service.

## **Key responsibilities**

In serving as the Fund's subject matter expert for Records Management, you will provide specialist advice and support on compliance, technology, digital transformation initiatives and emerging organisational projects through the following key responsibilities:

- Develop, implement and maintain the Fund's Records Management framework, including risk-based strategies, policies, procedures, controls and guidance, ensuring compliance with the Public Records Act, UK GDPR, Freedom of Information Act, government standards and organisational requirements. Acting also as the Fund's lead liaison with The National Archives, overseeing the compliant review, management and transfer of legacy and historically significant records in line with public records obligations.
- Lead the embedding of a strong records management culture across the Fund by working with Information Asset Owners and Managers to ensure effective retention, disposal, archiving and lifecycle management of information, including periodic reviews of archived materials against retention schedules.
- Develop and maintain expertise in information repositories and record-keeping technologies, including Microsoft 365, Teams, SharePoint and Microsoft Purview, to support effective electronic document and records management.
- Maintain the Fund's Information Asset Register in partnership with Information Asset Managers and work closely with the Data Protection Officer to ensure compliance with statutory data protection, privacy and information governance requirements.
- Drive continuous improvement in Records Management by establishing performance measures, analysing trends, producing management reports, implementing improvements and promoting best practice through committees, working groups and presentations.
- Design, deliver and maintain Records Management training and awareness programmes, ensuring alignment with operational requirements, public sector standards and government guidance.
- Provide leadership and management of the Records Management function, including line management of the Records Management Officer and deputising for the Head of Information Governance when required.

**Knowledge, skills and responsibilities**

- Experience of designing and implementing records management strategies, frameworks and systems, including within Microsoft 365 environments.
- Experience of using and configuring information management technologies, including SharePoint, Microsoft 365 and Microsoft Purview, to support effective records management, retention and compliance.
- Comprehensive knowledge of records management principles, standards and best practice, including the Public Records Act, UK GDPR, Freedom of Information legislation and associated Codes of Practice.
- Experience of influencing and building effective relationships with senior stakeholders and working across complex organisational environments.
- Experience of developing and delivering training, awareness programmes and guidance to support organisational compliance and capability building.
- Strong analytical, problem-solving and organisational skills, with the ability to balance multiple priorities and identify proportionate, risk-based solutions.
- Experience of working within a public sector environment.
- Qualification in records or information management, relevant professional accreditation (e.g. IRMS, ARA or CILIP), or equivalent demonstrable experience.
- For roles based in or supporting Wales, an understanding of Welsh language legislation and the Fund's Welsh Language Standards.

### Role Competencies: Level 3

- **Strategic direction**  
Understands and communicates how own work and work of the team, supports wider objectives and meets the diverse needs of stakeholders. Aligns own actions with directorate and organisational goals.
- **Leading our culture**  
Recognises and values individual contributions and puts in place support for well-being of individuals within the team, including consideration of own needs.
- **Working together**  
Designs team processes to remove silos and nurture a culture of mutual support, driving higher performance across interconnected teams. Adjusts personal work styles and practices accordingly.
- **Delivering quality results**  
Clearly communicates desired results and ensures individuals are supported and feel motivated to achieve what is expected.
- **Diligence and control**  
Manages teams and own duties in line with set expectations and policy and/or regulatory considerations. Ensures corrective action is taken where necessary.
- **Developing self and other**  
Takes time for own personal and professional development as well as supporting development needs of team members. Ensures self and team members have a Personal Development Plan to help achieve goals.

### Our Values

- **We are inclusive:** We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.
- **We are ambitious:** We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.
- **We are impact focused:** We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.
- **We are adaptable:** We welcome and embrace new ideas and ways of working.
- **We are compassionate:** We work with care consideration and humility.