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Job Description & Specification



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**RECORDS
OFFICER -
DOCUMENT
MANAGEMENT**

JOB DESCRIPTION

Job Title: Records Officer – Document Management

Post Number: [REDACTED]

Job Grade/Level: PIDG/RIM 2

Department: The Accountant General's Department – A Department of the Ministry of Finance and the Public Service

Reports to: Assistant Registrar Document Management

Direct Reports: N/A

This Job Description has been approved by the Accountant General and will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. It is validated as an accurate and true description of the job as signified below:

Accountant General

Date

Date received in Human Resource Unit

Date created/revised

1. STRATEGIC OBJECTIVE:

The Information and Technology Division is responsible for providing support to the Treasury in all areas of operations, facilitating the modernization of fiscal processes through the use of better methods and techniques, and cutting edge information technology. The work of this division improves the acquisition, allocation, utilisation and conservation of public financial resources using automated, integrated, effective, efficient and cost effective information systems.

The Division is responsible for the development and maintenance of the Government's Integrated Financial Management Information System (GIFMIS). It is also responsible for training the AGD's staff as well as staff of the MOFPS and other MDAs in the use and functions of the relevant IT systems, guided by recognized standards and formal policy.

The Division is also responsible for the implementation and maintenance of the AGD's Records Management System (RMS) as part of the overall management system, based on records management principles, to facilitate the management of the AGD's records to meet the AGD's information needs, stakeholders' information expectations, and statutory and fiscal requirements regarding records.

2. JOB PURPOSE:

Reporting to the Assistant Registrar - Document Management, the Records Officer is responsible to maintain, secure, and care for records in accordance with Government of Jamaica's Records Policies and procedures. The incumbent helps organize and maintain the collections in the Treasury Archives; prepares the archive records and computer databases that include descriptions of the material in the archive.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To process mail
- To maintain the information in the Treasury's records management system
- To create (or receive) records needed to do business
- To ensure that records are maintained so that they are accessible to others and easy to retrieve
- To create records that adequately document the Treasury's activities, index them accurately, and maintain them in a safe environment

3. KEY OUTPUTS

- Mail processed effectively
- Documents/records organized
- Documents/records stored

- Documents/records retrieved
- Treasury records are created and maintained so that they are accessible to others and easy to retrieve
- Relevant technical advice to staff and other key stakeholders
- Document Management policies and procedures, including disaster recovery, implemented
- Access to information facilitated
- The Unit's Customer Service Charter and Service Level Agreements (SLA's) implemented
- Current databases

4. KEY RESPONSIBILITIES

Technical

- Maintains the information in the office's records management system:
 - Assists with the opening and sorting of incoming mail
 - Receives and dispatches mail received via hard or soft copy
 - Registers incoming and outgoing records in electronic record keeping system
 - Sorts records and documents in accordance with classification standards and Instructions
 - Maintains paper-based and electronic central file system by creating new folders, applying disposition instructions and tracking file circulation.
- Assembles records and creates electronic file lists in preparation for records transfer and arranges for their transportation from offices to non-current storage
 - Registers, scans, indexes, profiles and distributes all incoming records
- Responds to requests for information and advice:
 - Responds to requests for retrieval of a broad range of documents from various internal units locations, ensuring that sensitive material is made accessible only to authorised staff
 - Advises staff in different units on the classification of their records
 - Responds to external requests for information from the Treasury's archives and records centre, ensuring conformity with the office's policy
 - Assists staff with records enquiries
- Makes recommendations on improving the office's overall document management system:
 - Advises on the classification of documents based on the knowledge of Treasury information flows to ensure that the taxonomy of documents fits with GOJ regulations but is also flexible enough to suit units' working arrangements,
 - Keeps a watch on gaps in information flows as well as areas where access to internal information can be improved and make recommendations based on consultations with units as well as knowledge of records and documents management standards

- Assists in the safe storage and preservation of official records:
 - Assists in the scanning of paper-based documents for inclusion in electronic format in the system
 - Assists in the long-term preservation of a range of archival records
 - Assists with archiving and retrieval of records from the Treasury Records
- Photocopies documents and sends and retrieves facsimile's as directed
- Assists with data entry onto appropriate software and databases

Any Other Duties

- Any other related duty that may be assigned from time to time

5. KEY PERFORMANCE INDICATORS

The job is successfully performed when:

- Confidentiality is displayed in the conduct of job functions
- Document Management policies and procedures, including disaster recovery, are observed in the conduct of duties
- Unit's customer service charter and SLA's are implemented
- Files/records are kept current and are well organized
- File/record retrieval is timely
- Efficient and courteous service is provided to internal and external contacts
- Internal and/or external information enquiries are facilitated in a timely manner

6. REQUIREMENTS FOR THIS JOB:

a. Qualification and Training

Essential:

- 4 CXC/GCE O' Level subjects at the general proficiency level including English Language and a numeric subject ie. Mathematics/Accounting

Desirable:

- Certificate/Diploma in Document Management from a recognized institution

b. Essential Experience and Knowledge

- At least one (1) year's related working experience

Desirable:

- Knowledge of the various guiding Acts and Regulations including the Access to Information Act
- Experience with automated and IT enabled records management, and Information management systems
- Cutting edge knowledge of direct service delivery through on line web enabled portals, use of popular social media and mobile platforms and interfaces

c. Competencies

The following competencies are required for the effective performance of this job:

- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Managing the Client Interface :** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance;
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one- on- ones face- to- face
- **Ability to work effectively under pressure**
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long term goals
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and

strategic objectives of the Department are met in a consistent, effective and efficient manner

- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility;

7. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical Demands - May be required to do some amount of lifting, bending, stooping and walking; and pressured working conditions with numerous critical deadlines.

Work Environment - Normal office conditions, but may be exposed to some amount of dust

Travel - This job requires about 40% travel

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Name of Employee

Signature of Employee

Date

Name of Supervisor

Signature of Supervisor

Date

