

Job Description

Job Title	Document Management Officer
Directorate	Strategy and Change
Service Area	Document Solutions Service
Grade	3
Competency Level	2
Salary	£24,790 – £26,409
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	

Job Purpose

To receipt, sort, batch, scan, index, and process incoming physical and electronic mail/documents.

Directly Responsible For:

Not applicable



Directly Responsible To:

Document Solutions Manager

Main Areas of Responsibility:

- To provide a document management service in relation to the handling, sorting and physical / electronic distribution of incoming mail; receipt and dispatch of outgoing mail and the processing of applications, emails, and data imports, as per customer requests, adhering to Key Performance Indicators, Service Level Agreements, and quality standards
- The role comes with a responsibility to provide a high-quality customer led service to all areas of the Council, its partners and external businesses while adhering to timescales, SLAs, and performance indicators
- Opening and recording all incoming mail, sorting into relevant categories / batches for processing / delivery
- Scanning and storing incoming mail / documents and assigning to appropriate recipients, queues or folders utilising various document management systems and software (indexing) ensuring all processes and procedures are adhered to
- To receipt, record as necessary and dispatch outgoing mail
- To deliver a first class, professional service to all customers
- Always maintain confidentiality
- To receive and process cheques in line with agreed policies and procedures
- Operation of all equipment including scanners, copiers, printers, letter openers and any other equipment
- To report any faults / discrepancies with equipment / systems as appropriate.
- Lifting, carrying, sorting, and delivering documents as necessary
- To attend all training courses required to ensure a high degree of workplace knowledge of processes and systems and to keep up to date with all other

relevant sources of information to ensure that duties are performed effectively and efficiently

- Undertake, where required, other responsibilities and duties including work related to all areas of business, on behalf of the organisation, where this is commensurate with the grade of the post. This may entail working from other locations
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This position will involve sitting at a desk and using a computer screen for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 2**.

[The competency framework can be found here](#).

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Desirable

- ECDL qualification or equivalent
- Trained and competent with Microsoft Office

Experience

Desirable

- Working knowledge of electronic document management systems
- Experience of modern mailroom procedures
- Experience of document management systems

Skills/Abilities

Essential

- Excellent literacy and numeracy skills (A/I)
- Ability to input data with accuracy and precision (A/I)
- Ability to work with a minimum of supervision and to use own initiative (A/I)
- Ability to follow procedures to ensure work carried out meets the requirement of the customer (A/I)
- Ability to prioritise workloads to meet deadlines (A/I)
- Excellent organisational skills (A/I)



- Ability to communicate effectively (A/I)
- Ability to work as part of a team and to deal professionally with other members of staff at all levels (A/I)

Desirable

- Ability to identify and develop improved working methods
- Ability to resolve basic system queries, faults and problems

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Practicing and promoting equality of opportunity

Other

Desirable

- Ability to undertake all training courses, as required
- Ability to work flexibly across work patterns to meet the demands of the business
- Working within health and safety regulations
- An understanding of, and adherence to, all confidentiality aspects required within the service area
- It is anticipated that the duties of this post will incorporate a manual element, including lifting, carrying, etc.

