

Job Description

Job Title	Senior Document Management Officer
Directorate	Strategy and Change
Service Area	Document Solutions Service
Grade	5
Competency Level	2
Salary	£31,022 – £35,412
Job Type	Hybrid
Location	Cunard Building
Disclosure and Barring Service (DBS)	
Job Evaluation Ref No.	

Job Purpose

To assist in the operational management, coordination, and delivery of services provided by the Document Solutions Service.

Directly Responsible For:

Not applicable



Directly Responsible To:

Document Solutions Manager

Main Areas of Responsibility:

- To assist with the management, co-ordination and execution of receipting, recording, sorting, batching, scanning, indexing / processing and dispatch of physical and electronic mail/documents received utilising appropriate equipment/software solutions
- To assist with the review, implementation and management of processes to allow Document Management Officers to perform their duties to the required standard and champion best practise
- To develop, manage and maintain customer relationships by monitoring the duties performed within the incoming mail and document handling function to ensure that they are carried out effectively and that all completed work is checked and returned/distributed to the customer's specification and satisfaction
- To maximise performance against agreed SLAs and objectives through the effective use of performance management tools
- To utilise management information systems and highlighting to Document Solutions Manager any issues that require escalation or action
- To communicate work processes effectively to the team, ensuring that messages and information are delivered consistently and are understood
- To ensure the effective deployment of resources, to ensure optimum team performance is achieved
- To work collaboratively with managers to ensure best practice is shared, and a culture of continuous improvement is maintained
- To be visible and accessible to the team at all times in order that they can be monitored, coached and developed

- Operation of all equipment within the Document Solutions Service including scanners, copiers, printers, letter openers and any other equipment
- To co-ordinate the secure return, storage and confidential destruction of documentation as necessary
- To attend all training courses required to ensure a high degree of workplace knowledge of processes and systems
- To maintain confidentiality at all times in line with GDPR regulations/legislation
- 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
- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedure
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

- Not applicable

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 may involve sitting at a desk and using a computer screen for prolonged periods of time. It is anticipated that the duties of this post will incorporate a manual element including lifting, carrying, etc

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

Essential

- Training, competency, and experience of Windows-based IT packages (A)

Desirable

- ECDL qualification or equivalent

Experience

Essential

- Experience of electronic document management systems (A/I)
- Knowledge of modern mailroom procedures (A/I)
- Experience of operational and resource management (A/I)
- Experience of challenging existing practices and processes to deliver sustainable performance to high standards (A/I)

Desirable

- Experience of maintaining and developing customer relationships

Skills/Abilities

Essential

- Ability to work under pressure and meet deadlines (A/I)
- Ability to resolve basic system queries, faults, and problems to act and resolve issues (A/I)
- Ability to prioritise and allocate workloads to ensure deadlines are met (A/I)
- Excellent oral and written communications with a wide range of people using a range of methods (A/I)
- Assist in the development of working methods to improve service delivery (A/I)
- Ability to work with a minimum of supervision and to use own initiative (A/I)
- Ability to prioritise workloads to meet deadlines (A/I)

Desirable

- Ability to encourage and motivate others, focusing on the benefits to the individual and the business
- Ability to communicate clearly and effectively to create trust and liberate potential
- Ability to work flexibly
- Ability to follow and enhance procedures thus ensuring customer requirements are met
- Ability to work within the unit as a team member

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (A/I)
- Practising and promoting equality of opportunity (A/I)

Other

Essential

- Ability to work flexibly across work patterns to meet the demands of the business (A/I)

Desirable

- Ability to undertake all training courses as required
- To ensure a high standard of conduct and leadership by being a role model, setting the example for others to follow
- Working within Health and Safety regulations
- An understanding of, and adherence to, all confidentiality aspects required within the service area