



Job Title:	Records Manager
Division:	Information Management
Reports To:	Director of Information Management
Name of Incumbent:	TBD
Purpose:	
Under the Director of Information Management (IM), manages the classification, storage, retrieval, retention, archiving, and disposition of records. Establishes and maintains systems to ensure that records in both physical and digital formats are managed throughout their lifecycle, according to professional standards and best practices.	
Cultural Identity Attributes:	
A self-disciplined, logical, compliant, individual that is accurate and detailed in approach. He/she has a positive and enthusiastic attitude with leadership skills and the ability to influence and motivate others.	
Roles & Responsibilities:	
To develop, implement, and maintain policies, procedures and systems for records management.	
<ul style="list-style-type: none"> • Consults with a variety of groups to understand records management needs in the organization; • Researches and interprets best practices and standards; • Identifies areas for improvement, sets priorities and carries out projects; • Develops, implements, reviews, and revises records management policies and procedures, for example, those related to privacy, protection of personal information, security, collection, classification, storage, access control, retrieval, archiving, retention, destruction and naming conventions; • Provides training and support to various groups and employees regarding records management policies, procedures, tools, and systems; • Assists with the implementation of processes and systems in collaboration with IM and other units to continuously collect, manage and monitor data related to internal operations and the performance of programs and services. 	
To ensure records management services are delivered promptly, efficiently, and with a focus on customer satisfaction.	
<ul style="list-style-type: none"> • Ensures internal and external information requests are carried out promptly, efficiently, and in compliance with policies and procedures; • Maintains confidentiality and security of records according to policies and best practices; • Coordinates and assists with functions related to managing the information lifecycle, for example, classifying, indexing, inventorying, defining metadata, naming conventions, etc. 	



- Ensures the destruction of records on a routine basis as per retention and destruction schedules; Acts as the communications liaison for the records management department to ensure information related to records management services and processes are accessible and regularly communicated to internal and external stakeholders.

To direct and manage the daily operations of the records management department.

- Oversees the records management team, including setting objectives, performance management, coaching, training, and employee development;
- Provides guidance and direction to the team to ensure records management policies and procedures are carried out effectively and efficiently;
- Holds team meetings as needed to communicate information, including updates related to organization and/or unit objectives and priorities;
- Prepares and manages the department budget;
- Collects statistics related to records management services, sets key performance indicators, tracks success of initiatives and creates annual reports;
- Carries out administrative tasks related to the management of the department;
- Participates in Information Management Unit meetings and closely collaborates with the Director of Information Management.

The statements herein reflect general details to describe the principle functions for this job, and should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties or be assigned projects associated with these responsibilities as directed by their immediate supervisor.

Decision Making Authority:

- Decides on performance and objective requirements for direct reports;
- Decides and implements Records Management processes;
- Decides on budget requirements;
- Decides on priorities and needs for the Records Management Department;
- Decides on appropriate technology and storage solutions for physical and digital records;
- Directs MCK employees in Records Management standards;
- Provides approval for the release of sensitive information.

Accountability:

- Delegated Records Management authority within the organization;
- Acts as Trustee of Records;
- Implementation of operating plans, activities and strategies from the Director of Information Management;



- To achieve the priorities and objectives of the Records Management Department;
- The efficient and effective operation of the Records Management Department;
- Preparation and management of a balanced budget for the Unit;
- Enactment of government classification regulations and operational standards;
- Ensuring the continuous improvement of Records Management services;
- Conducting business with internal and external clients in a tactful, discreet and courteous manner;
- Maintaining confidentiality;
- Adhering to the MCK Administration Manual-Personnel Policy and Kanien'kéha Language Initiatives.

Education & Experience:

- Post-secondary education in records management, archival studies, information management, office administration, or a related discipline;

OR

One of the following:

- Information Governance Professional (IGP) Certification;
- Institute of Certified Records Managers (ICRM) Certified Records Manager (CRM) or Certified Records Analyst (CRA) designation;
- The Essentials of Records and Information Management (RIM) Certificate.

AND

- One (1) or more years' experience in a records management, enterprise content or data operations/governance role.

Knowledge, Skills, Abilities and Other Attributes:

- Knowledge of standard filing practices (both physical and digital);
- Knowledge of best practices in records storage, retrieval, document management and data trusteeship;
- Knowledge of Office 365, records management systems, databases and metadata;
- Strong technical acumen and willingness to learn and stay up-to-date with new technology in Records and Data Management;
- Able to handle confidential and sensitive information with discretion and tact;
- Able to communicate both orally and in writing with all levels of staff with tact, professionalism and diplomacy;



- Able to work effectively in an environment with multiple priorities and pressures with minimal supervision;
- Understanding of general office operations and procedures with budget management and organizational skills;
- Ability to guide, direct and supervise personnel;
- Ability to develop, customize and train personnel on records management procedures;
- Ability to communicate in the Kanien'kéha and French languages is an asset;
- The willingness to learn the Kanien'kéha language is required.

Working Environment:

- On-site five-day work week and normal office environment;
- Moderate stress due to workload;
- Occasional overtime may be required.

Competencies:

Self - Management	Client & Team Relations	Quality Decision Making	Professional Capacity	Communication	
Intermediate	Intermediate	Intermediate	Intermediate	Intermediate	
Adaptability	Planning and Organizing	Leadership	Language & Culture		
Intermediate	Intermediate	Intermediate	Core		

Commitment Statement:

I serve my community with its best interest in mind by supporting and encouraging creative, critical and resourceful thinking, accepting and nurturing new ideas and approaches and demonstrating my dedication and integrity through my efforts, actions, and words. I am part of a team that is empowered to take initiative in an interactive working environment.

Signatures:

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____