

# Records Assistant - Department for Enterprise

**Division: Central Registry, Isle of Man Public Record Office**

**Grade: AO**

**Responsible to: Records and Archive Officer**

The Isle of Man Public Record Office is the official historic archive for Isle of Man Government and public bodies. We select and preserve records of Isle of Man public bodies which are of historic significance and make these records available to the public for research.

## What will you do?

As a Records Assistant, your primary responsibilities will be to:

- Answer enquiries about the records in our care
- Supervise visitors in our reading room, helping them to find and use archive records for research
- Assist in listing, surveying, preservation and cleaning of archives and records
- Provide clerical and administrative support for the Public Record Office team
- Undertake efficient records retrieval on behalf of public bodies
- Participate in the planning and delivery of outreach events and activities, including our social media platforms
- Carry out building security and maintenance tasks, including acting as a key holder for the Public Record Office sites

## What does that involve?

Enquiry work:

- Responding to e-mail and postal enquiries, including non-routine research enquiries requiring a tailored response
- Answering the telephone including responding to enquiries about records, record sources and retrievals
- Undertaking searches of records for enquiries, using knowledge and discretion to identify potentially relevant sources of information
- Compiling the results of records research for provision to customers
- Liaising with public bodies (record creators) to agree and arrange public access to closed records
- Answering enquiries made in person by visitors to the public reading room

#### Record/archive work:

- Checking and re-boxing new consignments
- Listing of records ensuring context and original arrangement are recorded and understood
- Accurately inputting lists into databases and other applications, including Microsoft Word, Excel and CALM Records Management/CALM ALM databases
- Preservation work especially cleaning and protecting records
- Assisting other staff with surveys of records in departments as required (records may be stored in difficult, dusty environments and at locations around the Island)
- Accurate efficient organisation within the storage area, including maintaining up-to-date-location lists
- Assisting other staff with the selection of records for permanent preservation using knowledge to assess the historical significance of records
- Moving records and boxes within and between premises/sites

#### Clerical:

- Providing clerical and administrative support to the Public Records Officer and Records and Archive Officers
- Maintaining the petty cash account and conducting general banking duties
- Registering books into the library, recording Tynwald and government documents, circulars etc. using CALM Local Studies
- Deliveries and collections of records, if required, to Central Registry and other offices in Douglas
- Maintaining stocks of stationery and office requisites, including establishing needs, completion of order forms and subsequent distribution of items

#### Record Retrieval:

- Accurate, efficient record retrieval meeting departmental Key Performance Indicators
- Ensuring requests are completed correctly and all record removal has been properly authorised
- Implementing a records return reminder system, including follow-ups
- Compiling statistical information on record retrieval services
- Retrieving records requested by visitors to our reading room and by public bodies

#### Outreach:

- Participation in the planning and delivery of outreach events and activities as part of the Public Record Office team, including public tours, workshops, open days, social media content and exhibitions (on-site and in external locations)
- Drafting, updating and proof-reading publicity materials, guidance notes and procedures, including website content

#### Security duties:

- Responsibility for the buildings and records when in sole charge of premises
- Supervising researchers in the reading room ensuring guidelines are followed and answering research enquiries
- Monitoring and arranging building maintenance as required, including liaison with Estates and contractors to resolve building issues
- Coordinating the work of contractors, including supervising cleaners, workmen etc. in the storage areas
- Monitoring environmental conditions in store to maintain BS 4971 (archival standard) conditions as closely as possible, recognising problems and reporting them or, if necessary, taking action to alleviate
- Opening and closing buildings in accordance with guidelines
- Responsibility for the security of records when being transported
- Acting as listed key holder for premises

#### Other duties:

- Occasional cleaning, removal of waste and replenishment of soap and towels.
- Contributing as part of the team to the planning of PRO services
- Any other duties appropriate to the grade or as directed

## Health and Safety

You will be responsible for your own health and safety and the impact of your actions on others. You will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health and Safety Working Group of the Department for Enterprise.

## Reporting framework

You will report to the Records/Outreach and Archive Officer within the Public Record Office. This post is not a Reporting Officer for any posts. You may be asked to participate in supervision and training of new team members, volunteers and work placements under the guidance of the Records and Archive Officer, Outreach and Archive Officer and/or Public Records Officer.

## Our Values

As an appointee of the Department for Enterprise, you will be expected to demonstrate the Department for Enterprise's values in your behaviour. Each officer has a personal responsibility to act with the highest level of personal integrity and maintain the confidentiality of all departmental business and to uphold such confidences.

**Respect** (*Arrym in Manx*) We communicate openly and people are listened to, we value and trust each other, welcoming diversity.

**Integrity** (*Neuloughtynid in Manx*) We do what we say we will do, are professional, credible and impartial.

**Collaboration** (*Co-Obbraghey in Manx*) We work together across boundaries to build supportive relationships and make considered decisions, encouraging positive energy and drive.

**Innovation** (*Noaid in Manx*) We are future focused, enabling innovation, growth and creativity.

## Isle of Man People Qualities

The Isle of Man People Qualities framework has been designed to support positive personal development for employees. The people qualities fall into 3 areas – Credibility, Capability and Character. You will be expected to develop these qualities and display them during your work.

**Credibility:** has open conversations; addresses issues; builds supportive relationships.

**Capability:** future focused; makes considered decisions; encourages innovation and supports change.

**Character:** trusts and is trusted; inspires and motivates; positive energy and drive.

## What do you need to be successful in this role?

	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
<b>Credibility</b>		
Previous office work, including the use of filing systems	D	CV
Experience working with the public	E	CV
Experience of research/investigative work	E	CV / Interview
Experience working in a small team	D	CV / Interview
Experience working within archives or records management	D	CV
Able to build supportive relationships and have open conversations with others	E	Interview
Professional approach, taking personal responsibility for own work and objectives	E	Interview
Focused on delivering an excellent quality service for customers	E	Interview
Organised and structured approach	E	Interview
<b>Capability</b>		
Good numeric, literacy and communication skills	E	CV /Interview
Good I.T. skills	E	CV
Previous experience of working with databases	E	CV/ Interview
Knowledge of Manx history	D	CV / Interview
Knowledge of the structure and functions of government	D	CV / Interview
Positive approach to learning and development and a proven ability to learn new skills	E	Interview
Excellent attention to detail and accuracy	E	CV / Interview

Flexible, open to new ways of working and able to adapt to change	E	Interview
Able to plan own work schedule, multi-task and manage interruptions, changes and additions to workload	E	Interview
Able to work in a team or alone	E	Interview
<b>Character</b>		
Positive energy, motivation and enthusiasm	E	Interview
Friendly and confident approach	E	Interview
Reliable, acts with integrity and able to maintain confidentiality and discretion	E	Interview
<b>Other requirements</b>		
Full driving licence and access to a vehicle for work use	E	Pre-employment Checks
Willing to be an out-of-hours key holder	E	Interview
Physically able to carry out the duties of the post (e.g. able to lift heavy boxes and volumes, handle delicate records without causing damage and work in dusty and cool conditions)	E	Pre-employment Checks
Isle of Man Worker	D	Application
Satisfactory Police Check	E	Pre-employment Checks