CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION

JOB TITLE:	Records Administrator
JOB GRADE:	PIDG/RIM/4 - Band 6
DEPARTMENT/DIVISION:	Court Operations & Management Support
BRANCH	Parish Court/Traffic Court/Family Court/Corporate Area Criminal Court/Corporate Area Civil Court/Coroners Court
REPORTS TO:	Court Operations Manager
ACCOUNTABLE TO:	Court Operations Manager
MANAGES:	Records Officer Digitization & Imaging Officer

This document is validated as an accurate and true description of the job as signified below:

_____ _____
Employee Date

_____ _____
Manager/Supervisor Date

_____ _____
Head of Department/Division Date

_____ _____
Date Received in Human Resource Division Date Created/Revised

1. STRATEGIC OBJECTIVES OF THE DIVISION

TBD

2. JOB PURPOSE

Under the general direction of the Court Operations Manager, the Records Coordinator is responsible coordinating and maintaining Records and Information Management systems and procedures in a Parish Court/Traffic Court/Family Court/Corporate Area Criminal Court/Corporate Area Civil Court/Coroners Court.

3. KEY OUTPUTS

- Court records creation, maintenance, use, and disposition coordinated and maintained
- Court records and Information management control systems and procedures maintained
- Court Records and Information management Audits conducted
- Effective documentation and records & information management promoted;
- Annual and periodic reports prepared
- Individual work plans developed
- Staff appraisals and coaching conducted

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Assists with the planning and management of the Judiciary's Records and Information management programme for both court records;
- Implements the Judiciary's policy and guidance for record-keeping in accordance with the strategic plan and the Jamaica Archives and Records Management standards and guidance;
- Maintains control systems for all the Judiciary's documentation and records activities;
- Coordinates and maintains business processes concerning records creation, maintenance, use, and disposition;
- Deals with incoming requests for information and retrieval of information (files/documents);
- Classifies, lists and index documents received for placement on correct files, both electronic and non-electronic medium;
- Handles all confidential and secret files and deposits same in vault or secret file room;
- Updates and maintains manual and computerized file listing of all files and official documents within the Court;
- Ensures that active and semi- active records are stored in safe and clean environment;
- Identifies records for transfer to storage and to the Jamaica Archives and Records Department when necessary;
- Undertakes annual and quarterly file audits;
- Liaises with Administrators and Officers in each Division/Branch/Unit to ensure the proper creation and maintenance of files;

- Assists in the arrangements for facilitating the public access to records in keeping with the Access to Information Act;
- Participates in records inventory and retention schedule projects;
- Assists with the implementation of all decisions in accordance with the Access to Information Act and other relevant legislations eg. the imposition of charges on access to documents;
- Promotes effective documentation and records & information management throughout the Court;
- Partners with and takes counsel from the Court Records and Information Management Branch of the Judiciary on matters concerning the digital records and other RIM practices;
- Keeps abreast of trends and changes in Records & Information Management methodologies and technology, career and professional development;
- Keeps abreast of trends and changes in operations management and service delivery and recommends/implements changes where necessary to improve the service quality and productivity of the Branch and organization.

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the Branch;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required.
- Prepares and delivers Court Records presentations related to as needed;
- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design.

Human Resources Responsibilities

- Provides guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;
- Evaluates and monitors the performance of assigned staff and implements appropriate strategies;
- Coordinates the development of individual work plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Court;
- Recommends training, promotion and approves leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews;
- Ensures the well - being of staff supervised;
- Effect disciplinary measures in keeping with established guidelines/practices.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- Court Records creation, maintenance, use, and disposition coordinated and maintained in accordance with the GOJ Records & Information Management (RIM) Policies, Guidelines and timeframes;
- Court Records and Information management control systems and procedures maintained in accordance with the GOJ Records & Information Management (RIM) Policies, Guidelines and timeframes;
- Court Records and Information management Audits conducted in accordance with the GOJ Records & Information Management (RIM) Policies, Guidelines and timeframes;
- Annual and periodic reports prepared according to agreed standards, formats and timeframes;
- Effective documentation and records & information management promoted in accordance with agreed standards and timeframes;
- Individual work plans aligned with strategic plans of the Judiciary and agreed timeframes;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.
- Technical advice and recommendations provided are sound and supported by qualitative/quantitative data;
- Individual work plans conform to established procedures and implemented accorded to establish rules;
- Staff managed according to GOJ HR, and other established practices and performance appraisals and reviews/coaching done and submitted in accordance to agreed timeframe and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

6. AUTHORITY

- Recommendations on operational policies and procedures relating to Court Records;
- Recommends staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues;
- Recommends relevant training and development programmes for direct reports to enhance knowledge and performance.

7. INTERNAL AND EXTERNAL CONTACTS (specify purpose of significant contacts)

Internal Contacts

Contact (Title)	Purpose of Communication
Regional Director, Court Operations & Management Support Court Operations Manager	• To discuss issues in relation to Court Records services; • Escalate Major Court Records issues/complaints
Direct Reports	• Coach and mentors • Develop and maintain effective working relationships relating to Court Records • Collaborate, exchange information, provide strategic advice, support and feedback
General Staff	• Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
MDAs, such as the Police, DCS, DPP, etc.	• Develop and maintain effective relationships; • Provides expert advice on Court Records matters; and exchange information; • Liaise on key Court Operations and Management Support issues
Professional Affiliations	• Provides expert advice and exchange information; • Identify innovation and new opportunities for the Association.
Contractors, suppliers and providers of services	• Exchange of information.
General Public	• Exchange information, provide advice and seek feedback

8. REQUIRED COMPETENCIES

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Good knowledge of Records and Information Management principles and practices;
- Working knowledge of statutes, legislations, regulations policies and procedures relating to Records and Information Management;
- Ability to exercise sound judgement and convictions of purpose in unfavourable or unpopular situations;
- Problem solving and negotiation/facilitation skills and experience;
- An excellent understanding of the machinery of government, including particularly the Jamaican context and the current challenges facing the GOJ;
- Good strategic and analytical skills to enable them to advise on complex issues;
- Ability to create commitment to a strong and consistent customer service philosophy;
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project.

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Associate's Degree in Records & Information Management, Library & Information Management, Information Studies, Information Management, Management Studies, Public/Business Administration, or related social sciences OR HEART NSTA NVQJ 4 in a related area;
- Two (2) years' experience in a Records and Information Management environment.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. However, there will be considerable physical activity, which may involves:
    - Heavy physical work; heavy lifting, pushing, or pulling required of objects up to 50 pounds.
    - Working in environments with some exposure to hazards or physical risks, which require following basic safety precautions.
    - Working in moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors, and/or loud noises.