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| Job Title | Records Analyst |
| Grade | D |
| Directorate | Technology |
| Job Purpose | As part of the Knowledge and Information Records Management team working within the Technology Directorate to: 1. Deliver records management across CQC environments (i.e SharePoint Online, Teams, Azure storage) and helping the Senior Records Analyst with the RDM Helpdesk.
2. Support the Records Manager to deliver RDM response to information access requests.
3. Support the Senior Records Analyst to manage CQC Corporate records repositories (i.e SharePoint Online, Teams, Azure storage) including access
4. Support the Records Manager in management of electronic and paper archives for CQC.
5. Deliver records management analytic support to further improve regulatory activity and quality of publications.
6. Ongoing query resolution for CQC’s stakeholders regarding records management.
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| Accountabilities | * Support the Records Manager to ensure Technology business goals and plans are met. By applying expert knowledge and understanding of records management as well as an understanding of CQC business requirements and technological environments (i.e SharePoint Online, Teams, Azure storage).
* Support the Records Manager in the design, development and delivery of Information and records management services and guidance to enable CQC to comply with information legislation.
* Delivery of services through the RDM Helpdesk to provide advice and guidance on records management and the corporate records repositories (i.e SharePoint Online, Teams, Azure storage) to all CQC directorates, including information requests.
* Dealing with operational issues relating to the corporate records repositories (i.e SharePoint Online, Teams, Azure storage), including urgent matters and high impact incidents affecting operational delivery: identifying and resolving faults, driving improvements.
* Delivery of the corporate records plan within the internal IT systems to manage the Lifecycle of Records including implementing destruction in line with the Information Asset Register (IAR).
* Ensuring retention and destruction is in line with the IAR to comply with the GDPR requirements for all systems and paper records owned by CQC.
* Support and promote engagement with those who have a delegated responsibility for information across CQC to ensure the corporate records plan supports their changing business needs
* Provide an outstanding customer focused service by working with key stakeholders across CQC to enable all staff to achieve excellent performance in the use of digital products, assistive technology, and business systems.
* Advise and support internal business and digital programmes on records management to enable ongoing growth and integration of new business processes and systems.
* Support on records management needs analysis for CQC, using this as a basis for developing and improving records management linked to business improvement and change programmes.
* Maintain relationships with the project teams across CQC to ensure that records management requirements are considered as part of project plans and efficient and effective records management procedures are built into the requirements.
* Participate as required in any external audit or review that includes examination of or reference to records management or records lifecycle.
* Support the Records Manager in managing CQC archives and legacy systems to maintain the records contained in them for FOI/Information Access requests up to and including their destruction.
* Support the Records Manager in managing the CQC off-site paper archives including FOI and Information Access requests to and including their destruction.
* Have the appropriate knowledge, skills and experience to actively promote diversity and equality of opportunity, treat everyone with dignity and respect and avoid unlawful discrimination.
* All duties commensurate with your role and responsibilities
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| Specific skills and experience | * Educated to degree-level, professional qualification or equivalent experience
* Excellent knowledge of information legislation and effective records management and lifecycle design
* Excellent oral and written communications skills and the ability to clearly communicate research results and conclusions in written reports and presentations
* Highly effective presentational skills, underpinned by a strong understanding of the changing environment of digital solutions including the proven ability of taking technical/legislative language and making it understandable.
* Secures and maintains the confidence of a range of stakeholders, both internal and external.
* Excellent planning and organisational skills with the ability to prioritise and manage multiple projects and tasks.
* Excellent IT skills including database and system administration
* Understanding of how the GDPR, FOI, Public Records Acts and NHS Digital IG Toolkit requirements impact and translate into records management practice in a public sector body.
* Demonstrates continuous professional development
* Flexible approach and able to respond quickly to ad hoc or urgent requests.
* Be proactive and show an inquisitive mind to help solve issues by exploring data
* Able to present complex information in an easily understood, accessible format, sometimes to tight deadlines.
* Professional qualification or equivalent experience in the field of records management within a SharePoint/Teams environment.
* Good hands-on technical experience and knowledge of managing a SharePoint Online and M365 Teams environment – preferably with M365 Fundamentals certification
* Able to work independently and as part of a team
* An understanding of CQC, its regulatory policy and legislative responsibilities
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| Values & Behaviours**Excellence**In my work for CQC:* I set high standards for myself and others, and take accountability for results
* I am ambitious to improve and innovate
* I encourage improvement through continuous learning,
* I make best use of people’s time, and recognise the valuable contribution of others

**Caring**In my work for CQC:* I am committed to making a positive difference to people’s lives
* I treat everyone with dignity and respect
* I am thoughtful and listen to others
* I actively support the well-being of others

**Integrity** In my work for CQC:* I will do the right thing
* I ensure my actions reflect my words
* I am fair and open to challenge and have the courage to challenge others
* I positively contribute to building trust with the public, colleagues and partners

**Teamwork**In my work for CQC:* I provide high support and high challenge for my colleagues
* I understand the impact my work has on others and how their work affects me
* I recognise that we can’t do this alone
* I am adaptable to the changing needs of others
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