



CIVIL SERVICE OF JAMAICA  
JOB DESCRIPTION AND SPECIFICATION  
MINISTRY OF JUSTICE

<b>JOB TITLE:</b>	Records Officer
<b>JOB GRADE:</b>	PIDG/RIM 2
<b>POST NUMBER:</b>	13396 and 13509
<b>DIVISION:</b>	Corporate Services Division
<b>BRANCH/UNIT:</b>	Documentation, Information & Access Services
<b>REPORTS TO:</b>	Records Analyst
<b>MANAGES:</b>	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

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

### **Strategic Objectives of the Division ( in which the position is located):**

Streamline access to information, optimize records management, and accelerate digitization to enhance transparency and efficiency in service delivery.

### **Job Purpose**

Under the supervision of the Records Analyst, the Records Officer is responsible for providing records and information management support/services for the efficient operations of the Ministry of Justice.

### **Key Outputs**

- Documents/files secured
- Filing systems maintained
- Files retrieved and replaced in correct location
- File audits conducted
- Tracking Systems monitored
- Internal customers satisfied
- General file collection maintained
- Official logbooks/registered maintained

### **Key Responsibility Areas:**

#### **Technical/Professional Responsibilities**

- Processes files and document requisitions from the various divisions in the MOJ;
- Retrieves and replaces files in line with established procedures;
- Processes incoming and outgoing correspondences;
- Scans and describes all active and inactive official files in accordance with the MOJ's digitization agenda and the GOJ RIM Policy;
- Conducts frequent audits
- Locks cabinets and filing room to ensure security of records
- Maintains file jackets
- Maintain master index of files to enhance currency
- Maintains an effective file-tracking system/records database;
- Assists with the clearing of closed and inactive files;
- Participates in periodic reviews of mail operations with a view to develop the systems and procedures for processing mails;
- Processes and dispatches incoming and outgoing correspondence;
- Maintains an electronic database to facilitate tracking of dispatched correspondence requiring follow-up and ensures the appropriate action;
- Maintains current postage of official correspondence;
- Keeps abreast of changes in the postal service;
- Observes all Health and Safety Risk Assessments, regulatory and security measures.
- Keeps current with the latest tools/techniques in Records & Information Management (RIM) to determine what new solutions and implementations will meet MOJ business/operational requirements.
- Maintains customer service principles, standards and measurements.
- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals;

### **Other Responsibilities**

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

#### Performance Standards:

- All RIM activities are executed in accordance with established procedure, Ministry guidelines and regulations;
- Files and shelves are physically arranged in accordance with procedure and facilitate easy access;
- An up-to-date record of file movements is maintained in keeping with agreed standards and timeframes;
- File loans are efficiently monitored and managed according to lending procedures;
- File requisitions are efficiently processed;
- Files scanned and described in accordance with agreed standards and timeframes;
- Mail management objectives accord with the overall policies and goals of the MoJ/GOJ RIM Policy;
- Mail servicing is efficient and reliable and conducted in compliance with procedural guidelines and established regulations;
- Electronic and manual mail record systems are maintained and updated according to agreed schedule/standards;
- File purging and disposals comply with established regulations;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

#### Internal and External Contacts (specify purpose of significant contacts):

##### **Internal Contacts**

<b>Contact (Title)</b>	<b>Purpose of Communication</b>
Director, Documentation, Information & Access Services Records Analyst Records Manager	<ul style="list-style-type: none"> <li>• Provide advice and contribute to decision making;</li> <li>• Identify emerging issues/risks and their implications, and propose solutions;</li> <li>• Receive guidance and provide regular updates on key Records &amp; Information Management (RIM) issues and priorities.</li> </ul>
General Staff	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships</li> <li>• Provide expert advice and exchange information</li> </ul>

##### **External Contacts**

<b>Contact (Title)</b>	<b>Purpose of Communication</b>
General Public	<ul style="list-style-type: none"> <li>• Collaborate on matters, exchange information, provide advice and seek feedback</li> </ul>

#### Required Competencies:

<b>I. Core Competencies</b>	<b>Level</b>	<b>II. Technical/Functional Competencies</b>	<b>level</b>
Adaptability	1	Accountability	1
Compliance	1	Attention to Detail	1
Customer and Quality Focus	1	Goal/Results Oriented	1
Initiative	1	Methodical	1
Integrity	1	Planning and Organising	1
Interpersonal	1	Problem Solving and Decision-making	1
Oral Communication	1	Records Management	1

Team Work & Cooperation	1	Resilience	1
Time Management	1	Stress Tolerance	1
Written Communication	2	Technical Skills	1
		Use and Application of Technology	1

<b>I. Other Competencies</b>
Basic knowledge of Records and Information Management principles and practices
Knowledge of health and safety procedures and precautions
Literacy and Numeracy skills sufficient to check delivery notes, measurements etc
Ability to operate in a secure contained information facility environment
Awareness of confidential information transmission protocols
Knowledge of ICT systems and applications

#### **Minimum Required Education and Experience**

- NVQJ Level 2 Records Management/Administrative Management – HEART NSTA or related field;
- Four (4) CXC Subjects including English Language;
- One (1) years' experience in a records management environment.

#### **Authority:**

- N/A

#### **Specific 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.