LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Document Management Officer	**Grade:**	Scale 3
Reports to (Designation):	Revenues Operation Team Leader	**Grade:**	PO2
Directorate:	Corporate Resources	**Section:**	Revenues

Main Purpose of the job:

Undertake scanning and indexing of documentation for various services across the Public Services Division as appropriate.

Summary of Responsibilities and Personal Duties:

To undertake end-to-end document management functions for Lewisham's Housing Benefits, Council Tax, Concessionary Awards, Debtors, Business Rates teams, and others within the Public Services Division as appropriate.

Be responsible for ensuring that all documents scanned conform to relevant legislation.

To liaise with other Council departments to resolve customer queries in relation disputes and documentary evidence.

To collect, batch and prepare incoming documents (daily post) for scanning in line with established quality assurance procedures.

Be responsible for the financial aspects of mail handling by recording, batching and accounting for cheques received through the post, to be sent to the Council's payments team on a daily basis.

To process recorded and regular posts in line with established quality assurance and confidentiality guidelines to ensure an effective and efficient system of mail handling at all times

To ensure that original documents are sent back to claimants promptly and securely in line with established document management protocols, based on document type.

Ensure that all documents scanned comply with PD0008 standards for evidence admissibility. This includes checking to ensure copied/scanned documents are the same as the original, all scanned document pass the legibility test for quality, and wherever necessary re-scan documents to correct anomalies using appropriate software.

Be responsible for the indexing of all scanned documents into the online work stream of individual Benefits teams on Information@Work system/ other systems as appropriate. This includes checking to ensure accuracy of document codes, template numbers and evidence sequence for the appropriate teams/recipients in a timely manner.

To ensure that customer documents/evidence are stored safely in designated secure locations and disposed of safely and timely in accordance with Council procedures and Data Protection guidelines.

To update appropriate spreadsheets and ensure correct information management is maintained at all times.

Prepare responses to FOIs, Members' enquiries and subject access requests and to ensure that confidentiality is maintained at all times in line with Data Protection guidelines.

To actively support the Council's Equal Opportunity Policies.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

To ensure that, any IT issues are promptly reported for resolution by logging a job on the Hornbill system.

Work with minimum supervision and be able prioritize own work within the overall work plan for the unit.

To train and supervise temporary Agency staff as allocated, checking work and allocating tasks as required.

Attend appropriate training courses and be proactively responsible for one's own continuous development.

Attend meetings as required.

Undertake any other duties commensurate with the grade as directed by line Manager or any member of the Customer Service Centre Management Team.

Internal Contacts: Staff and managers from the services supported.

External Contacts: None identified.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title: N/A Grade: N/A No of posts: N/A

Number of partially managed staff:

Title: N/A Grade: N/A No of posts: N/A

PERSON SPECIFICATION

JOB TITLE: Document Management Officer **POST NO:** TBA

DEPARTMENT: Revenues **GRADE:** Scale 3

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community. **S**
Understanding of how equality and diversity relates to this post. **S**

Knowledge

Understanding of electronic document management systems. **S**
Working knowledge of PD0008, PD0010 & Data Protection Act 1998.
Some working knowledge of the services supported e.g. Revenues and Benefits. **S**

Aptitude

Able to prioritise own work.
Able to motivate self and others.
Able to work with minimal supervision. **S**

Skills
(Skills can only be used as shortlisting criteria if the skill is to be tested)
(**To Be Tested** – **S)**

Good IT Skills.
Checking and amending documents.

Experience

Of working in a team environment.	**S**
Of working in an environment where attention to detail is crucial.	**S**
Of working with MS Office systems including MS Excel.	
Of working in a high pressure environment.	
Of handling confidential and sensitive information.	
Of using electronic document management systems.	

General Education

Good command of English and spelling.

Personal Qualities

Ability to undertake repetitive work.
Good team player to ensure a seamless service is provided.
Able to maintain confidentiality in all circumstances.
Reliable attendance.
Attention to detail.

Circumstances

Flexible to work at different offices within the Borough and out of normal working hours if required.
Must follow the dress code of the Customer Service Centre.

DBS Disclosure Required? **No** [X] **Basic** [ ] **Enhanced** [ ]

(Tick as appropriate – guidance available from your HR Advisor)

Physical
Generally candidates must meet the standard Lewisham requirements for the post