ROYAL BOTANIC GARDEN EDINBURGH

Information and Records Manager

Digital & Technology Services

Job Description

Purpose

The Information and Records Manager will lead the development and improvement of records management practices across RBGE, ensuring organisational information is managed effectively, consistently and in accordance with relevant policies and statutory requirements. The role will be responsible for strengthening records management processes, supporting the effective use of information management systems, and driving progress against outstanding audit recommendations.

Working collaboratively with colleagues across the organisation, the postholder will provide specialist advice and guidance, promote good records management practices and support the development of staff knowledge and awareness. The role will also contribute to wider digital and information governance activities, working within the Digital and Technology Services team, and working closely with the Head of Library and Archive and the Data Protection Officer, to ensure effective information management is embedded within existing and emerging systems and processes.

Records Management Leadership and Delivery

- Lead the development and day-to-day implementation of the organisation's records management framework, ensuring policies, standards and procedures are in place, up to date and consistently applied.
- Lead the implementation and maintenance of the organisation's Records Management Plan and associated action plan, working with the designated senior accountable owner and departmental record owners to agree priorities, assign actions, monitor progress and escalate risks or barriers to delivery.
- Oversee the development, maintenance and application of retention schedules, file plans and records classification structures across the organisation.
- Act as the main organisational point of contact for records management guidance, supporting teams to improve how they manage, store and dispose of information in line with agreed policies.

Audit, Compliance & Assurance

- Lead the delivery of records management–related audit actions, ensuring recommendations are translated into practical, trackable improvements.
- Establish and maintain records management controls, including documentation, tracking and evidence required for internal and external assurance.
- Develop and coordinate reporting on records management compliance and progress for governance forums and senior management.
- Work closely with the Data Protection Officer (DPO) to ensure alignment between records management practices and wider information governance and data protection requirements.

Information Systems & EDRMS Ownership

- Lead the implementation of effective use of systems used to manage organisational records (including EDRMS or equivalent), ensuring they support good records management practice.
- Work with Digital colleagues to define and improve information structures, metadata, access controls and lifecycle management within systems.
- Ensure records management requirements are incorporated into the design and implementation of new and existing systems.
- Identify and coordinate improvements in how records are structured, stored and maintained across systems.

Organisational Engagement & Capability Building

- Develop and deliver guidance, training and communications to improve staff understanding of records management responsibilities and good practice.
- Support teams across the organisation to adopt consistent and practical approaches to managing information.
- Produce and maintain clear, accessible guidance, templates and tools to support records management.
- Build strong working relationships with stakeholders to drive adoption and continuous improvement.

Data & Information Governance

- This role will support information governance activities, working under the direction and guidance of the Data Protection Officer.
- Contribute to the preparation and review of Data Protection Impact Assessments (DPIAs) by gathering information, documenting data flows and ensuring records management considerations are appropriately reflected.
- Assist with maintaining information governance documentation (e.g. information asset registers, processing records), ensuring alignment with records management practices.
- Provide input into digital projects to ensure information is structured, stored and retained appropriately.
- Escalate data protection risks, uncertainties or compliance concerns to the DPO for review, advice and formal sign-off.

Person Specification

Essential Skills

- Ability to lead and coordinate organisation-wide improvements in records management practices
- Strong organisational skills, with the ability to plan, prioritise and manage work across multiple areas and stakeholders
- Ability to interpret requirements (e.g. audit findings, policies) and translate these into practical actions
- Strong communication skills, with the ability to engage, influence and build relationships with staff at all levels
- Ability to develop clear, practical guidance and support others to adopt consistent ways of working
- Analytical and problem-solving skills, with a structured and methodical approach
- Confidence working collaboratively across teams
- Ability to work independently and use judgement to manage and prioritise a part-time workload
- Good understanding of records management principles and good practice (e.g. retention, classification, lifecycle management)

- Practical experience developing or implementing records management policies, retention schedules, file plans and classification structures.
- Understanding of the importance of information governance, including data protection and confidentiality requirements
- Awareness of how records management supports compliance, audit and organisational assurance
- Experience applying records management requirements within digital information systems, such as an electronic document and records management system (EDRMS), SharePoint or equivalent.
- Knowledge of relevant legislation or standards (e.g. UK GDPR, Public Records (Scotland) Act, FOI)

Desirable Skills

- Experience delivering training, awareness or engagement activities
- Experience influencing change or improving practices across an organisation
- Understanding of governance frameworks in a public sector, charity or similarly regulated environment