
AS05400 B

RECORD MANAGEMENT OFFICER

Level 7

Reports to (Hierarchical)

FieldCo or Deputy FieldCo (if based in project)/ HoM or deputy HoM (if based in coordination)

Reports to (Functional)

Mobile Implementation Officer Document and Record Management and/or HQ service in charge of record management

Main Purpose

The Record Management Officer is responsible for; the processes of management, retention and disposition of paper and electronic documents and records received or generated by the project/coordination; maintaining their confidentiality (if appropriate), integrity, reliability and traceability; facilitating their retrieval for staff who ask; explaining procedures to their teammates; promoting responsible management that preserves the right of patients, communities, employees, partners and donors to privacy. They do this by applying MSF guidance and protocol to their context.

Accountabilities

1. For each activity, in each location, identify and maintain a list of master documents and records: information necessary to ensure ongoing operations (the loss of which could impact MSF operations or people) or helpful for a clear understanding of MSF activities and decisions, identifying an 'owner' per document/record
2. Aligning with the Personal Data Protection Regulations, implement relevant MSF policy and guidelines to store and archive documents and records in a secure, hermetically sealed physical or digital repository, hold regular audits and clean-up days;
3. Ensure easy access, through agreement with document and record owners and according to needs, by establishing physical or digital access rights and/or publication (on local noticeboard, server, Intranet, etc.)
4. Develop and implement practical and realistic processes for document and record back-up (safeguarding), evacuation, hibernation or destruction in case of emergencies (risk assessment and contingency planning), and report on their implementation
5. Assess and report on document and record management maturity
6. Build and implement creative tactics/strategies to improve the quality of record management per location, applying MSF policy and best practice, working with ICT to organize local servers and with legal advisors to adapt MSF Record Retention Schedule to local law (compliance); pro-actively, not re-actively
7. Systematically brief new staff and regularly remind existing staff on processes, security measures, data protection and their role in document and record management. De-brief all outgoing staff facilitating curation and transfer of document and record ownership before departure

Education

- If possible in the local context, a diploma in records, library, information management or secretarial, office management, administration, finance, data collection, encoding
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Experience

- 2-3 years of experience in document and record management
 - Desirable: previous experience with MSF/NGOs
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Languages

- B1 independent user of mission working language
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Knowledge

- Good knowledge of document and archival management tools (inventories, indexes, Content Management Systems, etc.)
 - Proficient user of MS Office 365 (e.g., SharePoint, OneDrive)
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