

EIL UK Job Description



Experiment in
International
Living UK

Post:	Records Officer
Salary:	£20,000 - £25,000 pro rata, depending on experience
Working hours:	0.6 - 0.8 Full Time Equivalent / spread across 4 - 5 days per week Hours can be spread over the week e.g. up to 6 hrs per day over 5 days
Flexible working:	Flexible options are available for this post. TOIL (time off in lieu) for evening, weekend and any out of office hours. Family friendly work practices e.g. reduced hours in school holidays
Annual Leave:	25 days p.a. pro rata + bank holidays. Additional leave for long service.
Benefits:	Pension scheme, death in service cover, health plan with options to add family members. Reductions for family and friends on overseas travel.
Status:	Permanent
Place of work and other locations:	Hybrid: 3 days a week or more at the EIL UK Offices at 17 Graham Road, Malvern combined with home working - must live within 1 hour of the EIL offices. Occasional travel to other locations as required.
Responsible to:	Chief Executive

Overview of the role

In the course of our work to provide intercultural learning opportunities that create a more understanding world, we handle a large amount of data, much of it personal and some of it sensitive. It is essential that EIL gathers stores, uses, updates and destroys data responsibly and handles it with care. As a charity and charitable company limited by guarantee, we have to be compliant at all times and we rely on records being up-to-date to work efficiently.

The Records Officer works at the heart of the charity in the Executive Team. This is a varied and rewarding role. You will be responsible for:

- Ensuring the organisation's information, records and archives are well kept, up-to-date and accessible and that we operate within the law
- Safeguarding checks in the countries in which we operate, including the UK
- Updating EIL's policies and procedures so that they remain fit for purpose
- Administering the charity's registrations and compliance, including risk management and business continuity plans
- Drafting agreements and contracts and monitoring contract compliance
- Supporting the Chief Executive with HR and governance activities

Main responsibilities

As EIL's Records Officer, you will need to:

1. Information compliance

Ensure EIL's information and privacy policies and procedures are compliant and fit for purpose; lead on the organisation's information, records and archives to ensure they are well kept, up-to-date, accessible and operate within the law (including GDPR) and registrations and duties required by regulators including the Office of the Information Commissioner; monitor progress against plans and report.

2. HR

Maintain HR records, ensuring holiday, TOIL and sickness records are accurate and kept up to date; provide the Chief Executive with HR support, e.g. in securing references; maintain the staff handbook; produce/update content for the intranet and websites; provide administrative support for starters and leavers.

3. Safeguarding checks

Administer safeguarding (DBS and PVG) checks on EIL staff, volunteers and hosts and keep records in good order and up-to-date; maintain EIL's Safeguarding Records.

4. Safety and security

Lead on office security and safety; arrange for regular fire and electrical testing; ensure the office operates safely; and ensure that records on risk and health and safety issues and activities are updated and well kept.

5. Contract compliance, service levels and standards

Draft agreements and contracts; ensure operations are fully compliant and meet agreed standards (for example on processing personal information); monitor contract compliance.

6. Governance

Provide administrative support to the Chief Executive to ensure the organisation operates to Governance Codes and the charity's governance records are accurate and kept up to date, including minutes of meetings; collect and prepare information for regulators' registers and annual returns; assist in preparing for internal and external audits.

7. Archive

Lead on the organisation, maintenance and development of the charity's archive collections; review and organise new material coming in to the archive, ensuring it is processed appropriately; process and research information to answer queries about the archive.

8. Complaints and commendations

Monitor complaints and enquiries to ensure they are dealt with appropriately; provide administrative support for awards and recognition schemes.

9. Corporate events

Administer corporate events, including the Annual General Meeting and keep records of attendance, proceedings and suppliers; liaise with visitors to the charity's offices; represent the charity at team events.

10. Other duties

Assist the Chief Executive by providing administrative support for a variety of tasks and projects. Undertake any other administrative duties or tasks within the scope and role of this post

Key competences

The post holder needs to be a motivated, highly organised, self-reliant individual with experience in information management, record keeping or governance who is committed to fulfil both individual and team objectives and can work accurately and quickly.

Interpersonal skills

- A warm, friendly manner, someone who is approachable with the ability to build and sustain relationships with people at all levels
- Excellent organisational and communication skills (both verbal and written)
- High level interpersonal, negotiation and problem-solving skills
- Able to work on own initiative (efficiently manage own time and workload) and work well in a team
- Comfortable working with officials and a wider range of agencies
- Professional manner, accurate and attentive to detail
- An understanding of the key principles of customer care
- Ability to deal with several tasks and competing priorities to meet deadlines
- Flexible and positive person with a helpful attitude who adapts to change

Organisational skills and experience

- The ability to deal with information in a confidential manner and respond with sensitivity
- Good numeracy skills and ability to analyse information and take a logical, evidence-based approach
- Administrative and IT skills (MS Outlook, Word, Excel and PowerPoint), and an ability to maintain records and produce clear written and oral reports
- Digital/database experience along with numerical skills as the role involves budget management

Qualifications and experience

- Experience of accurate record keeping
- Understanding of the needs of those for whom English is not their first language
- Good working knowledge of Safeguarding procedures, legislation and practical application Trained in Child Protection/Safeguarding level 3 (or willing to undertake)
- Sound IT skills, proficient in Microsoft Office (Outlook, Word, Excel and PowerPoint), databases, websites and social media

Other duties and requirements

- Contribute to EIL's annual business plan, strategies and plans
- Keep abreast of relevant legal issues/developments on data
- Commitment to the aims and values of the charity
- A full enhanced DBS check will be required which will be paid for by EIL UK.
- Carry out other duties commensurate with this post as required
- Flexible working hours outside normal office hours such as early evenings and occasional weekends
- Travel to other sites for meetings or to lead visits or sessions
- Occasional overnight stays

It is desirable that the post holder has a current driving licence and own transport, insured for business use. EIL UK provides expenses for travel and subsistence.

This role involves working with young people and adults at risk and you will be asked to complete an enhanced DBS check (PVG in Scotland) for which the charity will pay. The post-holder must be willing to undertake safeguarding training and responsibilities.

You must tell us in your application if you have any convictions, bind-overs or cautions, even if they are spent under the Rehabilitation of Offenders Act 1974. Please note that disclosing a conviction does not necessarily bar you from appointment.

As this role requires evening and weekend working, you must be willing to work out of office hours, evenings and occasional weekends. Additional hours will incur TOIL (time off in lieu of time worked).

EIL UK is an equal opportunities employer that values diversity, and we are committed to providing equal employment opportunities for all employees and all applicants for employment.

How to apply

Applications will be accepted on EIL's [application form](#) (no CVs) including a personal statement outlining how you meet the needs of the role.

Email your application to info@eiluk.org or post your completed application form to Sue Preece, EIL UK, 17 Graham Road, Malvern, Worcestershire WR14 2HR.

Applications: [application form](#)

Interviews: In the week ending 24 February 2023

Agencies: No agencies thank you.

Deadline: Applications must reach EIL UK by 12 noon Friday 17 February 2023