CIVILIAN JOB DESCRIPTION

Position Title: **Records Administrator**	**Number of Positions: 6**	
Location: Headquarters, North West, North East, Central – Records Management Unit	**Civilian Association**	

PURPOSE:

Reporting to the Records Management Coordinator, the Records Administrator is responsible for the accurate review, processing, redaction, and management of Crown brief files, disclosure materials, and records within NAPS Records Management Systems. The position supports criminal investigations, court disclosure, and records integrity by ensuring information is processed in accordance with applicable legislation, policies, procedures, and investigative requirements.

KEY RESPONSIBILITIES:

1. Receive, review, and process Crown disclosure materials submitted by frontline, investigative, and operational units, ensuring disclosure packages meet established legislative, policy, privacy, and procedural requirements.
2. Review disclosure materials and complete required redactions involving privileged, confidential, investigative, safety related, and personal information, including identifying matters requiring referral to the appropriate authority.
3. Conduct quality control reviews of disclosure packages and coordinate with members or units to obtain outstanding, incomplete, or corrected information required for disclosure.
4. Maintain accurate and secure records of disclosure requests, processing, redactions, tasking, and related activities within NAPS records management systems, including NICHE RMS.
5. Assist in the review, validation, and update Uniform Crime Reporting (UCR) information within NICHE RMS to ensure occurrence, offence, statistical, and unit information accurately reflects reported activity.
6. Monitor records and data for accuracy, integrity, and compliance with established records management requirements, identifying significant or recurring issues and bringing them to the attention of the Records Management Coordinator.
7. Provide guidance to frontline and investigative members and liaise with Court offices and other appropriate stakeholders regarding routine disclosure, records, and information management matters.
8. Maintain current knowledge of applicable legislation, disclosure and privacy requirements, UCR standards, records management practices, and NAPS policies and procedures, and support related audits, quality assurance, process improvements, and other duties as assigned.
9. Other duties as assigned.

Staffing and Licensing Requirements

Must be able to pass NAPS RMS Records training course.

Must be able to pass a NAPS security background check and criminal record check.

COMPENSABLE FACTORS

KNOWLEDGE:

Post-secondary education in related field

1-3 years' work experience in a related field.

Knowledge of relevant sections of NAPS policies, protocols, procedures and practices, relevant case law regarding timely disclosure of evidence.

Knowledge of Relevant sections of legislation, including but not limited to, Community Safety and Policing Act (CSPA), Freedom of Information and Protection of Privacy Act (FIPPA), Rules of Civil Procedure, Police Orders, and all other

Acts or policies relating to the disclosure of confidential information.

Knowledge of relevant computer software applications to accurately retrieve a high volume of confidential police occurrence information, i.e. NAPS RMS system, SCOPE, Axon

Knowledge of records management practices;

Knowledge of computerized software and police terminology

INTERPERSONAL AND COMMUNICATION SKILLS:

Strong written and verbal communication skills, with the ability to communicate clearly and professionally with police officers, investigators, supervisors, Crown counsel, and civilian employees.

Ability to explain disclosure, records-management, and UCR requirements clearly and provide appropriate guidance to members with varying levels of experience.

Ability to communicate concerns, deficiencies, or required corrections in a professional and constructive manner.

Ability to establish effective working relationships while maintaining appropriate professional boundaries and confidentiality.

Ability to work collaboratively with frontline, investigative, administrative, and records-management personnel to obtain required information and resolve outstanding issues.

PROBLEM SOLVING/CRITICAL THINKING:

Strong analytical and critical thinking skills, with the ability to assess information, identify relevant issues, and determine when additional information or clarification is required.

Ability to identify missing, incomplete, inconsistent, or potentially sensitive information within disclosure materials and records.

Ability to assess information against established requirements and determine the appropriate course of action within the scope of the position's authority.

Ability to investigate and resolve routine records, disclosure, and UCR discrepancies and appropriately escalate complex or sensitive matters.

Ability to recognize patterns, recurring errors, or process deficiencies that may affect the quality or integrity of records and statistical information.

JUDGEMENT AND DISCRETION:

Ability to maintain confidentiality and exercise discretion when dealing with sensitive investigations, witnesses, complainants, police operations, and personal information.

Ability to work independently within established policies, procedures, legislation, and direction, while recognizing matters that require consultation or escalation to the Records Management Coordinator, investigative member, supervisor, or Crown.

Demonstrated ability to remain objective and consistent when applying disclosure, redaction, records management, and UCR requirements.

PHYSICAL AND SENSORY DEMANDS:

Physical Demands

Physical dexterity while operating a computer terminal, including headset, on daily basis, necessitating sitting for extended periods of time, but with the freedom to move around as required.

Sensory Demands

Visual demands when reading information from computer screen.

WORKING CONDITIONS:

This position operates in a standard office environment with exposure to material with disturbing text and images related to homicides, suspicious deaths, deaths of children under the age of 5, attempted murders, missing persons (where foul play is suspected or cannot be ruled out), extradition proceedings, coroner's inquests, judicial inquiries and any other major criminal investigations within NAPS jurisdiction and other external Police Agencies upon request.

Overtime and some travel may be required for occasional operational assignments throughout the province.