AS05400B
RECORD MANAGEMENT OFFICER

Level 7

Reports to (Hierarchical)
Country Coordinator or Deputy Country Coordinator

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 effective management, retention, retrieval, and disposition of paper and electronic records. The role safeguards confidentiality, integrity, and accessibility of information in line with MSF policies, legal requirements, and data protection standards, while promoting practices that support operational decision-making and accountability. It also ensures compliance with national regulations, oversees the use of digital workspaces, and contributes to data protection awareness and the strengthening of records management maturity in the country.

Accountabilities
1. Support the development and implementation of country Record Retention Schedules and related data protection processes, working with local authorities and MSF entities to ensure compliance with MSF policies, legal requirements, and international best practices.
2. Oversee and improve digital and paper records management systems, ensuring that archives, digital workspaces, and access structures are reliable, secure, and user-friendly.
3. Conduct regular audits and risk analysis of records management practices, identify gaps, and coordinate improvements in collaboration with relevant stakeholders.
4. Support continuous improvement and maturity in records management by developing practical strategies, fostering good practices, and integrating lessons learned from audits, staff feedback, and operational needs.
5. Facilitate accessibility of information by maintaining clear structures, rights, and guidance that enable staff to easily find and use the information they need.
6. Promote staff awareness and capacity in records and information management, delivering briefings, trainings, and refreshers, and ensuring smooth handover of documents and records when staff depart.
7. Manage the regular clean-up and secure disposal of redundant, obsolete, or trivial digital and paper records, with the support of daily workers where necessary.
8. Support the implementation of data protection, ensuring coherent approaches across digital platforms, archives, and operational practices.
9. Support in the development and implementation of contingency measures (e.g. back-up, evacuation, or secure destruction) to safeguard records as part of the country and project security plans.

Education

Diploma in records, library or information management, office administration, finance, or another data-related field such as data collection or encoding is desirable. Equivalent relevant experience may be considered where formal qualifications are not available.

Experience

- 2–3 years of professional experience in document and records management is desirable. Equivalent relevant experience may be considered where direct records management experience is not available.
- Previous experience with MSF or other NGOs, in any role, is an asset.

Languages

• B1 independent user of mission working language

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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