

Role Profile

Service:	Assurance Group - Records and Information Management Team
Location:	Colindale
Job Title:	Information Management Officer (x2 roles)
Grade:	
Post No.:	
Reports to:	x2 to Transparency and Information Rights Lead

1. Purpose of Job:

Providing assurance that the council's information is effectively supported at every stage of the information management lifecycle is one of the core responsibilities of the Records and Information Management Team. This involves ensuring that from its creation or collection, use and public access, through to its eventual long-term retention or destruction, the council is compliant with best practice and legislation, and information is easy for the business to access, use, and share as appropriate.

This role will be responsible for providing high quality advice and guidance to the council in all areas of records and information management, such as:

- Freedom of Information Act (FOI)
- Environmental Information Regulations (EIR)
- Records Management (RM)
- Privacy and Data Protection (DP)

The role of the Information Management Officer is a demanding one with large volume caseloads and changing priorities. The role requires a sound knowledge of all aspects of records and information management legislation. The post holder will make important decisions regarding how statutory information requests are processed under the relevant legislation. A failure to do so correctly could result in non-compliance, poor customer service, and a monetary fine for the council.

The post holder is expected to work with a level of independence and be capable of applying critical thinking in their management of cases. Particularly in recognising and addressing risk and having due regard for the sensitivity of certain information. You are required to uphold and promote high standards of records and information handling.

You will also be required to cover elements of the Information Support Officer role during periods of leave.

2. Key accountabilities

Strategy and Policy Development

- Assist in the development of the council's Records and Information Management framework of policy and guidance that will support the authority in meeting its statutory obligations. Make recommendations for improvements and promote good practice across all service areas, including partners and commissioning arrangements.
- Act as Records and Information Management Champions, promoting and practicing excellent records and information management.
- Assist the Leads in driving forward the implementation of improvement initiatives and developments across the council. Working with relevant officers to develop awareness of and encourage good practice in Records and Information Management.

Legislative Compliance/Legal Advice

- Maintain a high level of legal knowledge in all areas of information and records management. Keeping abreast of legislative changes, codes of practice and decision notices to ensure your advice remains relevant and up to date.
- Research, interpret and apply legislation and case law on information management and other legislation affecting local authorities, as they apply to and interact with information management, including social care, housing, planning and copyright for example.
- Taking a risk based approach, report matters of concern in relation to information security or standards through the line management chain.
- Take responsibility to seek and escalate matters which require specialist input.

Case Management

- Lead on the day to day management and administration of DPA, RM, EIR and FOI information and advice requests, within statutory deadlines. Including the undertaking of logging and allocation processes of all new information and advice requests received into the team.
- Ensure teams registers and spreadsheets are maintained correctly.
- Assist services in setting appropriate retention taking into account any legislative requirements. Providing guidance to services in relation to electronic storage and the management of information in line with best practice.
- Provide specialist advice and guidance to all services on all aspects of Records and Information Management, ensuring the clear communications of requirements for compliance with information law.
- Undertake searches and checks of record management holdings for documentation in connection with requests for information.
- Provide advice to services with regards to the drafting of non-complex Information Sharing Agreements, Data Processing Contracts and Schedules and Data Protection Impact Assessments.
- As instructed by Lead Officers undertake complaints and internal reviews for FOI, EIR and Data Subject Rights requests for the authority, drafting responses for sign off.

- Provide assistance to Lead Officers on cases that progress to the ICO, including the drafting of submissions, timeline of events and collation of evidence, as head of sign off.
- Undertake non-complex investigations into data protection incidents, risk assessing and liaising with Link Officers to gather relevant information to determine the timeline of events. Make recommendations for changes required to policy/procedures and best practice guidance.
- Manage the implementation of a compliant and robust destruction and retention programme, for both hard copy and electronic records, including outsourced legacy records, paper records from its archive and the off-site storage facility.
- Seek guidance and support from Lead Officers as appropriate for more complex advice and casework.

Reporting

- Manage the escalation of destruction reports and information through to the Information Management Governance Groups.
- Carry out data analysis and produce regular and ad hoc monitoring information and statistics as directed by Lead Officers

Training, Awareness and Communication

- Keep abreast of developments in information management and up to date with the ICO guidance on good practice, including Tribunal decisions.
- Work with the Leads to develop initiatives to promote and enhance supportive and co-operative working relationships with link officers, Information Management Governance Groups and partners.
- Raise awareness of Records and Information Management, developing communications to ensure that officers understand their roles and responsibilities within the council.
- Assist in the design and development of records and information management training materials.
- Support and train Link Officers, Records Champions and services across the council to provide guidance on existing processes in accordance with the Council's records information management policies. Where appropriate, resolve any queries relating to the implementation of any changes or new processes.
- Work collaboratively with Records and Information Management Officers within other service areas to ensure consistency of advice and guidance.
- In the absence of Lead Officers act as the Records and Information Management representative at IMGG's and other internal Information and Records Management focused meetings

Information and Technology Management

- Act as a systems administrator for the team case management system and Open Data portal maintaining an up-to-date list of users, ensuring access is appropriate.

Staffing Responsibilities

- Oversee management of the council's link officer and records champion network for records and information management, providing advice, guidance and assistance to the link

officer and records champions networks when required

- Coordinate and undertake information and records management training to a variety of audiences on key policies and processes relevant to Information and Records Management.

Financial and Contractual Management Responsibilities

- Support the Records Manager in the management of the council's contract and processes for its off-site storage and archiving service. Facilitate the operational delivery of services by the Council's third-party supplier of off-site storage and scanning, ensuring that suitable standards are maintained. Provide financial reports of operational delivery to the Lead for Records Management
- Alongside the Lead for Records Management, attend quarterly meetings between the off-site storage provider and the Council, monitoring contractual KPIs and SLAs.
- Quality assure invoices processed by the Information Support Officer to ensure that full payment is made, and manage the receipt of credit notes. Collaboratively oversee the resolution of any issues in partnership with the Finance team.

Health and Safety

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

Promotion of Corporate Values:

- Ensure that customer care is maintained to the agreed standards according to the Council's values. Ensure that a high level of confidentiality is maintained in all aspects of work.
- Ensure team principles and values are upheld.

The Council's Commitment to Equality

- Deliver the council's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services the council delivers.

Flexibility

- In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.
- The job holder will be required to work off site at other locations from time to time as dictated by the requirements of the service
- Flexibility to work occasionally outside of office hours, when required by the service.

PERSON SPECIFICATION

Qualification Requirements

Type		Description
Education	Desirable	A relevant degree, recognised certification/qualification, or equivalent experience in either FOI/EIR, data protection, information management or records management

Technical / Knowledge Requirements

Type		Description
Experience	Essential	Proven experience of at least two years of managing requests for information under both the FOI/EIR and DP regimes and providing advice and guidance on data protection legislation
	Essential	Excellent working knowledge of the FOI/EIR and transparency legislation
	Essential	Excellent working knowledge of the Data Protection legislation, and proven experience of drafting of Information Sharing Agreements and Data Processor Agreements.
	Essential	Excellent working knowledge of Records Management principles and practice
	Essential	Good analytical and evaluation ability
	Essential	Ability to manage own caseload and take decisions
	Essential	Proven experience in staff training/development
	Essential	Experience of using content management systems and case management systems
	Essential	Proven experience in developing and improving information security across the organisation
	Essential	Experience of exercising independent judgment
	Desirable	Knowledge of open data and transparency technical standards
	Desirable	Experience with iCasework (or similar casework management systems)

Behavioural Competencies

Competency	Level
Legal competence	Ability to understand, interpret and apply records and information management legislation and legal decisions affecting local authorities, including social care, housing, and planning, as they apply to and interact with information management law
Influencing skills	Ability to explain, present and defend recommendations made

Competency	Level
Staff supervision	Ability to establish strong and effective working relationships with link officer colleagues across the council. Ability to supervise and train staff to meet service standards/deadlines for information aspects of their roles
Time management	Ability to manage own workload and to meet statutory and internally set deadlines
Teamwork	Experience of working effectively as part of a team to manage workload in the face of conflicting priorities
Political awareness	Experience of public sector desirable. Ability to work effectively in a political environment and establish positive relationships with councillors, senior managers, staff, external partners and interest groups in a way that establishes confidence, credibility and trust
Initiative	Use initiative to identify necessary developments to the council in terms of information management and take a proactive approach to work
Problem solving	Take a risk based approach to information management to provide support to deliver the council's vision and activities balanced against compliance with legislation and best practice
Communication skills	Able to communicate effectively with colleagues, senior management and customers at all levels and occasionally with Members
IT skills	Have a high level of technical knowledge and ability to use standard Microsoft Office products and case management systems at a high level of competency. Experience with iCasework (or similar casework management systems) and open data and transparency technical standards desirable

Supplementary Information Form

Post Title	Information Management Officer
Service Area	Records and Information Management
Job Ref Number	For office use
Budget management accountability	No responsibility for budgets.
Staff management accountability	No direct line management but responsibility for oversight of the information management related work of colleagues and link officers across the council to ensure compliance with statutory responsibilities. When managing projects, responsible for overseeing work of other team members.
Physical effort	There will be an occasional element of manual handling in the absence of the Information Support Officer. Off-site storage boxes may be heavy to lift and should not exceed the 15kg limit
Working environment	There are no adverse working conditions associated with this job that are over and above normal office environment, including abuse and aggression from the public.