

Role Profile

Service:	Assurance – Records and Information Management Team
Location:	Colindale
Job Title:	Information Support Officer
Grade:	
Post No.:	
Reports to:	Records Management 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 level administrative support to the Records and Information Management team in the delivery of its annual team plan. Working across different legal, information rights and record management regimes, they must have a good awareness of all aspects of records and information management to support the team with day to day casework.

You will be responsible for maintaining and managing your own caseload, working with a level of independence when undertaking case management work.

You will be required to cover elements of the Information Management Officer role during periods of leave and excessive peaks in workloads, and also be responsible for managing some of the day-to-day Records Management functions in the absence of the Records Management Lead.

2. Key accountabilities

Strategy and Policy:

- Support the review, revision and communication cycle of the council's information management policies and procedures that support the authority in meeting its statutory obligations.
- Manage the proactive review of records and information management pages on the intranet and internet. Publishing updated pages as requested by Lead Officers.
- Promote good records and information management practice across all service areas, including partners and commissioning arrangements.
- Assist the Service Manager and Lead Officers with other council or service development initiatives/projects that support the drive for quality and efficiency.

- Lead on the co-ordination and collation of evidence of the annual Data Security and Protection Toolkit submission; working with the Privacy and Data Protection Lead to ensure accurate and timely submissions.
- Proactively engage with and work with services to identify opportunities to publish data in support of the council's transparency agenda
- Undertake the role of Risk Champion:
 - Advise officers within the service on the application of risk management framework
 - Maintain their respective service/joint risk register by collating information on new and updated risks through discussions with risk owners. Ensuring risks are reviewed and risk registers are up-to-date ahead of quarterly reporting
 - Attend relevant senior level meetings (e.g. SMT) to present updates on their risk register, and to challenge risk owners on the information on risks and delivery of actions

Legislative Compliance/Legal Advice

- Maintain an up-to-date knowledge of records management. Keeping abreast of legislative changes and codes of practice to ensure your advice remains relevant and up to date.
- Maintain a good level of knowledge of information management legislation to allow the management of requests for information that fall within the Freedom of Information Act, Environmental Information Regulation and Data Protection Law.
- Provide advice and guidance to staff across the council on the handling of information requests.
- Take responsibility to seek and escalate matters which require specialist input.

Case Management

- Manage the day-to-day logging and allocation processes of new information and advice requests received into the team. Ensuring team registers and spreadsheets are maintained correctly, and requests are managed in a timely manner adhering to statutory obligations and deadlines. Undertake quality checking and sending processes for responses to information rights requests sent on behalf of our contractors.
- Undertake case work and requests for information and advice that fall within the information rights and records management legislations and regulations. For example, proof of life requests, requests for deletion, disclosures and FOIs and EIRs. Interpreting requests in line with legislation and applying relevant exemptions as appropriate.
- Support the Information Management Officers, Data Protection Officer and Deputy Data Protection Officer with investigations into potential breaches.
- Support the team in undertaking complaints and internal reviews for FOI, EIR and Data Subject Rights requests for the authority. Considering and applying the appropriate legislation and drafting responses for sign off.
- Manage the legal and contract documents repository. Input new legal documents into the correct repository, in accordance with the Council's indexation process. Manage and oversee requests for documents from service areas.
- Manage the Deeds Index, including the creation of new deed packs where relevant. Lead on the indexation of deeds and the deeds database and manage the process of ingoing and outgoing deeds packs. Work collaboratively across council services, including Property, Estates

and Harrow-Barnet Public Law (the council's legal service), and assist with queries regarding deed information.

- Manage the off-site storage portal, assisting the records champions network with queries and providing reports to the Information Management Officer(s) and Records Management Lead where necessary.
- Manage and coordinate regular transparency updates on the customer facing Open Data portal, ensuring the council remains compliant with the Local Governance Code of Transparency, including the management of the Open Data inbox.
- Monitor the quality of transparency on the Council's Open Data Portal. Provide feedback to services where improvements in the quality of data are required and advise when data is due for publication.

Business Support:

- Support the day-to-day process activities and initiatives of the service by maintaining up to date, accurate and timely records and data in line with the processes, standards and systems of the council.
- Be proactive in handling administrative processes and systems associated with the running of the Records and Information Management Service, in accordance with service procedures, standards and targets.
- Handle calls in a professional, efficient and appropriate manner. Signpost, take and supply information and messages, diarising meetings and follow up agreed actions.
- Contribute to the development of service improvements through participation and involvement in meetings, supervision, training, conferences and other forums.
- Attend meetings and conferences, taking minutes and action logs, compiling and circulating papers and following up on actions as requested.

Reporting:

- Monitor the withdrawal and destruction of hard copy and electronic records, with authorisation tracking, and lead on the collation and presentation of destruction reports to Records Champions. Ensure that records champions act in accordance with the council's destruction process.
- Carry out basic data analysis and produce regular and ad hoc monitoring information as directed by the Service Manager or Lead Officers.

Training, Awareness and Communications:

- Keep abreast of developments in information management and up to date with the ICO guidance on good practice.
- Act as initial point of contact for link officers and record champions and provide help and support on existing processes, undertaking training with new Link Officers.
- Provide support to, and train Link Officers, Records Champions and services across the council to provide guidance on existing processes in accordance with the Council's records and 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, Security Forum 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.
- Publishing team updates online to the council intranet and internet pages.

Financial Responsibilities:

- Raise purchase orders (POs), process invoices, and monitor goods receipting notices (GRNs) for the team ensuring that full payment is made, collaboratively overseeing the resolution of any issues in partnership with the Finance team.
- Support the Records Management Lead in the management of the council's off-site storage contract and maintain an awareness of the spend on the centralised storage budget.
- Manage requests by negotiating with services to keep costs in line with the budget provision. Escalating risks to the Records Management Lead where you note concerns.

Flexibility:

- Work flexibly where required to perform work not specifically referred to above, although falling 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.

Health and Safety:

- Take responsibility for Health & Safety in the workplace, identifying, acting upon and where appropriate escalating any risks.

The Council's Commitment to Equality:

- To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

Promotion of Corporate Values

- To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values: **Caring** / **Learning to Improve** / **Inclusive** / **Collaboration**.

PERSON SPECIFICATION

Qualification / Experience

Type		Description
Education	Essential	Knowledge and experience of working with information management legislation / information rights and an interest in continual professional development in this area

Planning, Organising and Controlling

Type		Description
Experience	Essential	Ability to plan, prioritise and work effectively under pressure to tight deadlines, operating effectively both alone and as part of a team
	Essential	Knowledge & Experience of working with business processes efficiently and effectively
	Essential	Proven experience of working in a business support role
	Essential	Good eye for detail and an organised approach to work
	Essential	Ability to develop efficient processes and procedures to deliver all functions within the post holder's key accountabilities
	Essential	Experience of using case management systems
	Desirable	Experience with iCasework
	Essential	Ability to handle confidential issues discreetly and tactfully
	Essential	Good written and verbal communication skills, with the ability to convey detailed information clearly, effectively, accurately and appropriately to members of the public and other staff members

Behavioural Competencies

Competency	Level
Time management	Ability to manage own workload and to meet 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

Competency	Level
Communication skills	Able to communicate effectively with colleagues, senior management and customers at all levels
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.
Influencing skills	Ability to explain, present and defend recommendations made
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

Supplementary Information Form

Post Title	Information Support Officer
Service Area	Records and Information Management
Job Ref Number	For office use
Budget management accountability	No direct responsibility for budgets. Although the role is required to maintain an awareness of the budget restrictions and negotiate with services to keep costs in line with the budget provision.
Staff management accountability	No direct line management.
Physical effort	There will be an element of regular manual handling. Archiving 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.