Job Description

|  |  |
| --- | --- |
| **Job Title** | Information Management Technical Officer |
| **Grade** | P02 |
| **Reporting To** | Principal Information Management Officer |
| **JD Ref** |  |

Purpose

Providing timely advice and assistance in relation to complex Freedom of Information, Environmental Information Regulations and Data Protection requests for Information.

Main Duties And Responsibilities

* Responsible for ensuring Requests, Internal Reviews and Information Commissioner Complaints are completed within deadlines.
* Actively and on an ongoing basis contribute to the review and development of appropriate policies and procedures.
* Engage with users to assist in the undertaking of business requirement assessments and delivery of service improvement.
* Primary contact for traded services DPO SLA schools.
* Ensure security incidents are recorded, reviewed and acted on.
* Technical Officer for ensuring appropriate fit for purpose systems are employed for service area delivery.
* Ensure a fit for purpose Digital system is employed and used detailed record keeping in relation to all aspects of legislative requests, including Internal reviews ICO contacts and related complaints.
* Ensure a fit for purpose Digital System is employed for the recording and escalation of security incidents.
* Correctly interpret the relevant legislation when applying exemptions and exceptions.
* Ensure mechanisms are in place for contact across all service areas who receive requests and also an appropriate escalation model exists.
* Provide advice and guidance on the more complex areas of the legislative framework you work in, providing a point of escalation for advice, support, guidance and training to team members and internal and external users/customers.
* Support the principal officer in ensuring the Council is compliant with Information Management legislative requirements.
* Lead on large technical Information Governance projects that have some complexity and negotiate with the key partners of these projects.
* Contribute to the development and implementation of the Council’s ICT Service.
* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values in the role and organisation.

**Communication, Engagement and Training:**

* Primary point of technical expertise with more complex advice, support, guidance and training to colleagues and SLA holders for schools traded services (DPO).
* Be the primary contact for the schools DPO traded service providing advice and guidance and appropriate policies and procedures to ensure Information Governance compliance.

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

**Other:**

Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* Attainment or working towards a professional, academic or industry standard qualification relevant to the realm of technical expertise for the role (minimum A Level or equivalent and/or working towards NVQ Level 5 or equivalent).

**Knowledge & Skills**

* Excellent and proven customer service skills.
* Create, monitor and maintain working standards and documentation.
* Ability to influence and negotiate with 3rd party support to resolve complex incidents.
* Ability to work to deadlines in a fast paced environment.
* Ability to share technical skills with other ICT support staff, delivering training to individuals and in group workshops.
* Identifying issues for resolution including reoccurring problems and providing and managing the solution. Provide evidence of logical/problem solving abilities.
* Implementing technical solutions to improve service to customers.
* Use of incident and request management logging systems.
* Ability to self-educate from technical documentation over a number of areas.
* Ability to innovate and problem solve in a fast paced environment.
* Excellent attention to detail and accuracy in relation to the written word.
* Excellent numeracy and literacy.
* Excellent interpersonal, communication and negotiation skills.
* *Desirable*
* *Knowledge of associated legislation such as RIPA, Local Government Act.*
* *Understanding of ICO code of practice on CCTV*
* *Understanding of The Lord Chancellor's Code of Practice on Records Management.*
* *Knowledge of Service Level Agreement Process within Wirral Council in relation to Traded Services for Schools (DPO).*

**Experience**

* Assessing the business impact of individual and common service incidents, assigning priority and setting customer expectation.
* Managing own and supporting with the management of team workloads in line with service level agreements and targets.
* Working with Freedom of Information, Environmental Information Regulations and Data Protection Legislation.
* Taking a role in the implementation and/or development/support of policies and procedures within own service area.
* Experience of dealing with the public in a customer focussed role.
* Working to tight deadlines and prioritising work and work of others.
* Excellent understanding and commitment to customer service to internal and external customers.
* Experience of working with and negotiating in a dispute environment.
* *Desirable*
* *Experience of devising, producing and delivering training materials.*
* *Ability to analyse relevant case law to make informed decisions on complex issues.*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

Health & Safety Considerations:

* Lone working
* Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Insert name & designation

Date Of Approval: Insert date (only upon final approval)