

Job purpose and person specification

Job Title: Senior Information Management Analyst

Service: Information and Records

Grade: P2

Reports to: Data Protection Officer

Job Purpose:

The Senior Information Management Analyst will work collaboratively across the whole Council to ensure delivery of a broad range of CCC strategic objectives/outcomes.

The post holder will think innovatively and creatively to identify alternative ways of delivering outcomes in line with cross-Council objectives and across their team. Specifically you will support the delivery of the following functions:

- Information management
- Information governance
- Records management

Whilst working collaboratively with colleagues to support the wider delivery of all aspects of the work of the Information and Records team.

Principal Accountabilities:

Information and Records

- Keep up to date with information governance & records management standards and legislation.
- Translate requirements into corporate strategy and policy to ensure the organisation complies and meets its statutory deadlines – specifically for Records Management, Data Protection, Freedom of Information, Subject Access Requests and Environmental Information regulations.
- Develop and manage systems and processes to manage our documents and records, including EDRM, to manage our data to ensure compliance and to reduce the number of requests received, such as through the use of open data, and to develop on site and off site corporate records storage & retrieval systems.
- Deal with complex cases and provide advice and support to staff dealing with requests & provide guidance in relation to information security.
- Support the delivery of the agreed outcomes for your team.
- Contribute to the development and delivery of the Council's information architecture.
- Support the implementation of the Information Management Strategy and Information Governance policies,
- Communicate, raise awareness and develop training to improve skills amongst staff, in particular Information Asset Owners, to ensure our legal obligations are met.
- Provide performance reports to inform Information Governance compliance across the organisation including liaising with senior staff with regard to requirements and compliance.
- Ensure that processes and contact mechanisms are in place for customers to be able to easily access or request information.

Partnership working

- Communicate with the appropriate regulatory bodies and act as a central point of contact for data protection notifications, ICO investigations and information security breach reporting.
- Maintain and develop partnership service level agreements for the provision of information and records management as appropriate.
- Work proactively to create and maintain effective working relationships with a wide range of internal and external colleagues and stakeholders providing professional guidance in relation to information sharing in order to develop appropriate strategies for improved collaborative working with partners.

Cultural change and self development

- Support culture change with a focus on building a confident, energetic and customer focused service.

- Work collaboratively across the organisation to ensure compliance and consistency and integration between records and other information policies and systems.
- Identify opportunities to develop your skills and competence via your personal development plan.

Judgement and decision making

- Use a broad range of information and insight to develop evidence based recommendations that challenge and inform strategic decisions to support the organisation's goals.
- Actively seek commercial opportunities and challenge the effectiveness of current systems and processes to ensure optimum use of resources.
- Quality assure the provision of services against agreed standards and protocols.

Change and innovation

- Demonstrate a commitment to actively challenge existing process and procedures to improve operational efficiency and service delivery, working to a digital first approach to system and process change.
- Support the undertaking of analysis and benchmarking from internal and external sources to ensure the Council has the widest range of information upon which to make decisions.

Governance and reporting

- Ensure statutory reporting is undertaken to agreed time and quality.
- Put in place assurance mechanisms to monitor and encourage compliance with relevant legislation and standards.
- Contribute to the management of risk ensuring that the lines of accountability are clear and well understood and governance is in place for identification, mitigation and management.

Job Knowledge, Skills & Experience:

Qualifications Required	Subject	Essential/Desirable
Degree or equivalent	Information or Legal related discipline	Desirable
Relevant professional qualification or relevant experience	Information Management discipline	Essential

Minimum levels of knowledge, skills and experience required for this job

Knowledge		
Records Management and Information Security	<p>Knowledge and experience of developing and implementing Information Governance processes & procedures</p> <p>Knowledge and experience of the legal and statutory requirements related to this role e.g. FOI, DP, EIR,</p>	Essential
A thorough understanding of the environment in which local government operates	Knowledge & understanding	Essential

Skills		
Working together	<p>Think creatively about opportunities to work together, building rapport.</p> <p>Deliver results across team and organisational boundaries.</p>	Essential
Integrity	<p>Focus on outcomes and self-motivated.</p> <p>Think and plan strategically to deliver services that are based on colleague and customer feedback and input, with decisions being made openly and transparently.</p>	Essential
Respect	<p>Identify areas for improvement to meet the diverse needs of customers and Colleagues.</p> <p>Challenge poor use of built and natural resources, delivering improvements.</p>	Essential
Excellence	<p>Review current practice both in own work and in the work of my team.</p> <p>Identify and deliver best practice.</p>	Essential
Effective communication	<p>Strong communication skills including report writing and presentation skills.</p> <p>Ability to persuade and negotiate to achieve outcomes.</p> <p>Strong and effective interpersonal skills in groups, teams and one-to-one situations.</p>	Essential
Partnership working	Work effectively and collaboratively with internal and external partners to achieve required outcomes.	Essential
IT	Able to use standard MS office suite and	

	IT systems to manage IG requests	
Judgement and decision making	<p>Ability to challenge others constructively and to make informed decisions that if challenged can be substantiated.</p> <p>Ability to exercise sensitivity and clear judgement over organisational issues and developments and to arrive at a balanced view.</p> <p>Ability to understand and analyse complex issues and to offer sound, strategic, professional and managerial advice particularly with reference to FOI, DP, Information Security and Information Sharing</p> <p>Demonstrable ability to learn from experience and to share that learning through future actions to improve service and staff performance.</p>	Essential

Experience		
Productive relationships	Proven ability in fostering positive and constructive relationships with internal and external stakeholders.	Essential
Customer focus	Clear understanding of the need to engage with communities and promote good customer relations.	Essential
Presentation of information	Ability to prepare meaningful and concise reports and presentations and to manage and participate in senior level meetings to achieve desired outcomes.	Essential
Negotiation	Ability to engage in positive dialogue to achieve desired outcomes .	Essential
Change management	Knowledge and experience of how to effect cultural and behavioural change.	Essential