Role Profile

Post Title:	**Senior Customer Support Administrator (Information Governance)**
Grade:	**5**
Date Created:	**16th December 2021**

ROLE DEFINITION

To provide administrative and project support to services in relation to corporate information governance compliance and initiatives.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Log and co-ordinate FOIs, SARs and schedule 2 requests using agreed procedures demonstrating initiative and knowledge; ensuring appropriate advice is provided to Services where required.
- Handle confidential and sensitive information e.g. subject access requests for individuals containing personal data.
- Produce reports, statistics and monitor Key Performance Indicators (KPI's).
- Co-ordinate and log complex Information Governance customer enquiries via a variety of channels to a high standard of customer care.
- Provide support to the Data Protection Team in relations to development and implementation of information governance policies and procedures including breach management procedures.
- Provide project support to the Office 365 programme.

- Support services to manage data appropriately in line with records management legislation, including adherence to records retention schedules.
- Assist with regular updates to the Information Asset Register.
- Where required, attend meetings and take minutes e.g. training sessions, project meetings.
- Undertake regular learning and development in order to keep up to date with the knowledge required to advise on Services.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• SVQ Level 2 in a relevant discipline or equivalent OR equivalent experience	• HND in a relevant subject or equivalent	• Application Form • Interview
Experience	• Working in an administrative environment • Microsoft Office packages	•	• Application Form • References • Interview
Specialist Knowledge	• Information management legislation e.g. FOISA, UK GDPR, PRSA • Knowledge of appropriate Customer Relationship Management Systems e.g. EmPro	• Local Authority structure, processes and procedures	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Written and verbal communication • Customer focused • Attention to detail • Ability to meet deadlines	•	• Application Form • References • Interview
Other	• Willingness to undertake additional training	•	• Application Form • Interview

			• Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind