

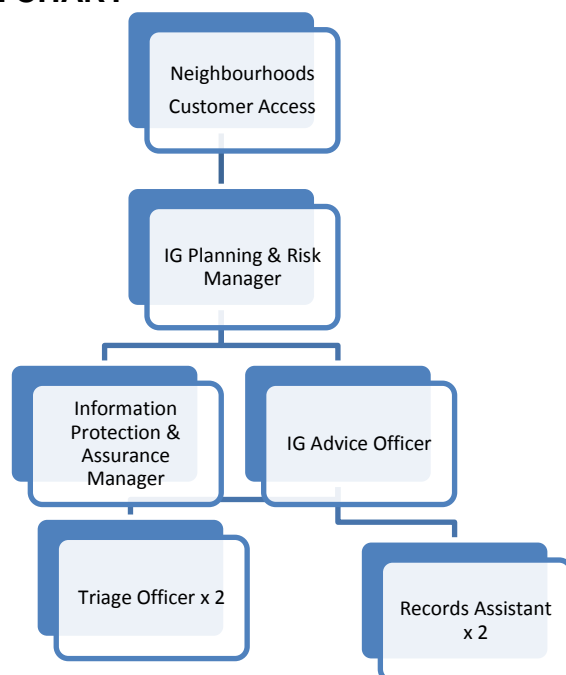
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

DIRECTORATE:	Neighbourhoods
SERVICE:	Customers & ICT
LOCATION:	Number One Riverside, Smith Street, Rochdale OL16 1XU
JOB TITLE:	Information Governance Triage Officer
POST NUMBER:	
Grade:	4
Accountable to:	
Accountable for:	Records Assistants
Hours of Duty:	37 hours per week in accordance with service requirements
Any Special Conditions of Service:	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C.</p> <p>This post is not Politically Restricted in accordance with the current regulations.</p>

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

The Information Governance & Corporate Complaints Team are responsible for a wide range of areas including customer complaints and information governance e.g. data protection, freedom of information, records management. Our customers include members of the public, elected members, staff working for the Council and staff from a number of partner agencies.

The Triage Officer will provide a quality service to all customers of the team. In accordance with best practice, standards and Policies the post holder will be responsible for the recording and oversight of all requests that come to the team. They will also undertake action to satisfactorily resolve requests at this first point of contact providing an end-to-end customer focused approach.

Control of Resources

Personnel – Records Assistants (if applicable)

Financial

Equipment/Materials

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Customers include Members of the public, council employees, elected members, partner organisations and management at all levels.

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

Principal Duties

1. Log, co-ordinate and monitor requests to the point of resolution.
2. Signpost customers to information to immediately resolve the request
3. Allocate requests to the correct individual or service ensuring sufficient information is available relating to the request.
4. Manage, prioritise and chase outstanding requests
5. Escalate requests in a timely manner where a problem has been identified including requests from members of the public wishing to appeal against the outcome of a request or complaint.
6. Maintain the accuracy of information held on systems and databases by updating requests as new information and updates are received.
7. Maintain, review and co-ordinate updates to guidance documents and intranet.

Secondary Duties

- 1 To support reporting and performance management processes for the Team by the production of accurate reports and information.
- 2 To support the financial management processes for the Team to support the assessment and calculation of costs associated with services provided.
- 3 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 4 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Head of Service (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	<u>Maria Tickle</u>	Date	<u>13/11/15</u>
Agreed by Postholder	<u></u>	Date	<u></u>
Supervisor	<u></u>	Date	<u></u>
Head of Service	<u></u>	Date	<u></u>

**Rochdale Borough Council
Person Specification**

Directorate :	Neighbourhoods	Post:	Information Governance Triage Officer
Service :	Customers & ICT	Post Number :	
Job Ref:		Grade:	4

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria		Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
Special Working Conditions			
1	Are you willing and able to work flexibly as required by the Service?	E	AF
(b) Qualifications and Experience			
2	What is your experience of working within an administrative, customer service or relevant environment?	E	AF
3	What is your experience of working with IT e.g. email, the internet, databases?	E	AF/I
(c) Skills and Knowledge			
4	How would you develop your knowledge to ensure that customer requests are resolved at the first point of contact?	E	AF/I
5	How would you work independently and deal with a varied range of tasks?	E	AF/I
6	Describe how you would work under pressure and meet deadlines?	E	AF/I
7	How would you build and maintain effective working relationships with people?	E	AF/I
(d) Behaviours and Values			
8	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> • Valuing our people • Focusing on customers • Acting with integrity • Using time and money wisely • Working together • Always learning and improving <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I
Armed Forces			
9	If applying as part of the Armed Forces Scheme please confirm your last long term employer was the Armed Forces.	D	AF/I
10	If applying as part of the Armed Forces Scheme please confirm you have been looking for a job for 6-24 months	D	AF/I

since you left the Armed Forces.		
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