



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

JOB TITLE:	Assurance Officer		
GRADE:	G8	SERVICE AREA:	Assurance
JOB CODE:	CG44ASSUG8		
REPORTS TO:	Assurance Lead Officer	LOCATION:	Civic Centre
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • When planning annual leave the post holder must have regard to prevailing workloads and deadlines. • Occasional attendance at off-site and evening meetings. • Ability to communicate verbally with customers and provide advice and / or information in accurate spoken English is essential for this post. 		

1. Main purpose of the job role:

- To promote and regulate the Council's responsibilities with regard to the rights of Council customer's in respect of information held by the Authority, particularly those under the Freedom of Information Act 2000 (FOI), Environmental Information Regulations (EIR), the Data Protection Act 1998 (DPA) and Article 8 of the Human Rights Act.
- To promote and regulate the Council's responsibilities with regard to complaints both corporate and statutory in accordance with legislation regarding social service complaints for adults and children services (section 7 of the Local Authority Social Services Act 1970, the Children Act 1989 Representations Procedure (England) Regulations 2006, Children (Leaving Care) Act 2000, Adoption and Children Act 2002, Health and Social Care (Community Health Standards) Act 2003, The Car Act 2015 and the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009).
- To promote and regulate the council's responsibilities with regard to the Local Government Ombudsman, in accordance with Part III of the Local Government Act 1974, as amended by subsequent legislation
- To promote and regulate the Council's management and use of information and intelligence.

2. Role specific duties and accountabilities:

1. To provide technical advice and support to all officers, councillors, projects, forums (internal and external) across the Council to establish robust Complaints Management, Information Management and Information Governance arrangements, whilst also maintaining knowledge of developments in these fields.
2. To be responsible for receiving, assessing and subsequently disclosing information in response to requests made to the organisation under the FOI, EIR and DPA. Ensuring that these requests are handled in accordance with the relevant legislation, with appropriate consideration of business risks to the organisation and

the service as a whole, and other factors such as guidance from the Information Commissioner.

3. To advise on and implement appropriate records management policies, procedures and classification systems; ensuring staff understand how to manage their records and use the systems in place.
4. To develop and monitor Information Sharing arrangements across the Council and with external parties to ensure that information assets are shared in accordance with the law, good practice and service requirements
5. Assist in the development and implementation and delivery of Complaint Management, Information Management and Information Governance awareness and cross organisational training programmes as part of corporate induction and on-going awareness training.
6. Maintaining up to date knowledge and understanding of Information Governance best practice and associated legislation including the Data Protection Act, Common Law Duty of Confidentiality, Human Rights Act re Privacy, Freedom of Information Act, Computer Misuse Act and Records Management.
7. Provide interpretation, guidance and advice to senior managers within the Council to ensure compliance with Information Governance best practice and associated legislation and brief colleagues as needed to enable measures to be implemented where and when necessary. This particularly relates to access and use of personal and non-personal data by staff, elected members, other public bodies and members of the public.
8. To support the development and maintenance of a framework that identifies and assesses all data flows and information risks within the Council, identifying key stakeholders and building relationships with them.
9. Maintaining up to date knowledge and understanding of Information Governance best practice and associated legislation including the Data Protection Act, Common Law Duty of Confidentiality, Human Rights Act re Privacy, Freedom of Information Act, Computer Misuse Act and Records Management.
10. Maintaining up to date knowledge and understanding of Complaints management best practice and associated legislation including section 7 of the Local Authority Social Services Act 1970, the Children Act 1989 Representations Procedure (England) Regulations 2006, Children (Leaving Care) Act 2000, Adoption and Children Act 2002, Health and Social Care (Community Health Standards) Act 2003 and the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.
11. To be responsible for receiving, assessing and subsequently disclosing information in response to subject access request made under the DPA. Ensuring that these requests are handled in accordance with the relevant legislation, with appropriate consideration to the rights of third parties and other factors such as guidance from the Information Commissioner.
12. To be responsible for liaising with Local Government Ombudsman (LGO) as required, supporting services in the development of responses to the LGO, evaluating the risks to the organisation of each case and advising officers appropriately.
13. To participate in appeals against council decisions under FOI, DPA and EIR and liaise with the Information Commissioners Office where required.

14. To receive and assess requests for complaint escalation including request for Stage 2 and Stage 3 complaints under children social service legislation and to make recommendations to senior officers.
15. Facilitate the statutory complaints functions relating to Social Care and Inclusion and Children and Young People directorates ensuring complaints are handled in a timely and sensitive manner in accordance with legislative requirements and guidance.
16. Provide high quality complaints resolution service in the form of advice and support, making certain that complaints and all service user comments are dealt with in accordance with relevant legislation and local policies and procedures.
17. Support the resolution of complaints in the least adversarial manner possible, whilst maintaining the service user's access to relevant legal entitlements.
18. Work jointly with partners, internal and external where necessary, maintaining effective working relationships.
19. Promote learning from complaints and other forms of service user feedback within directorates.
20. Provide appropriate support and advice to managers responsible for responding to complaints at all stages of the statutory complaints procedures, including complaints to the Local Government Ombudsman.
21. Support the preparation of statutory social and children's services annual reports on complaints received and more regularly monitoring information is provided to Adults and Children's services as required.
22. Work effectively with Independent Complaints Investigators and Advocates to ensure a quality service is delivered to complainants.
23. Effectively promote the service, procedures and processes internally and in the community.
24. Participate in the collation and presentation of performance reporting to operational, strategic and senior managers.
25. Ensure full and accurate records are kept of complaints made under the statutory complaints procedure and those received from the Local Government Ombudsman that databases are maintained to enable accurate reporting of the complaints managed or administered by the team.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE Assurance Officer	GRADE G8	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=S interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	S/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	S/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to manage own workload and to meet agreed deadline, use initiative and take a proactive approach to work	S/I	3
Strong interpersonal skills, ability to effectively negotiate with and influence colleagues and others to achieve a successful outcome. Work effectively as part of a team providing support and assistance where needed	S/I	3
Ability to work effectively in a political environment and establish positive relationships with councillors, senior managers and staff, groups in a way that establishes confidence, credibility and trust.	S/I	3
Ability to establish strong and effective working relationships with colleagues across the Council building a wide and effective network of contacts inside and outside the organisation and to mediate effectively where there is a conflict in the interests of different parties.	S/I	3
To have a developed knowledge of the requirements of the Children Act 1989, Adoption and Children Act 2002, the NHS & Community Care Act 1990, an associated guidance and regulations in relation to the social services complaints procedure (especially SI 2009/309).	S/I	3
Ability to demonstrate advanced knowledge of information governance matters; including an excellent understanding of Information and Data Legislation such as The Data Protection Act 1998, Computer Misuse Act, The Freedom of Information Act 2000, Environmental Information Regulations 2004, Human Rights Act 1998 and/or Regulation of Investigatory Powers Act 2000.	S/I	3
Proficient in the use of MS Office suite and associated systems such as those used for the recording and handling of complaints, information requests and data breaches.	S/I	3

Able to identify, understand and interpret relevant and complex information from a range of sources and to see things from different perspectives and to generate alternatives and options rather than being restricted by subjectivity or personal bias. Able to analyse complex issues; developing strategies and presenting information in a clear, constructive and accessible way to customers, managers, staff and councillors	S/I	3
Able to manage regular contact from customers (written, telephone and face to face) who may be frustrated or angry and exert significant emotional pressure, responding positively to help resolve matters	S/I	3
Ability to work independently by interpreting and applying legislation and guidance to review and assess requests in order to form reasoned judgements and provide simple and complex responses, whilst proactively liaising with other council departments as appropriate.	S/I	3
Ability to provide appropriate advice, guidance, support and training on managing and learning from complaints and information governance to enable services and individuals to manage and utilise this information more effectively to improve services.	S/I	3
Commitment to partnership working	S/I	2
Commitment to ongoing self-development in all areas in particular information governance and awareness	S/I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience of working in a public sector environment	S/I	2
Experience of working in a customer service or information governance environment, handling queries	S/I	3
Experience of working with Local Government Ombudsman, gathering information for Ombudsman investigations that can be sensitive and distressing and provide support to officers acting as liaison between Ombudsman and services in responding to investigations.	S/I	2
Substantial experience of maintaining systems and databases that manage client information and sourcing, handling, interpreting and securing a wide range of information that relates to customer complaints and information requests.	S/I	2
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Protecting Information Training levels 1, 2 and 3.	S	
Educated to the equivalent of GCSE level C or above in English with a general background in clerical and administrative duties.	S	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity.	I	3
Awareness of, and commitment to, confidentiality and handling data.	I	3
Prepared by:	Helen Dudson	Date: February 2020