



Job description

Information and records assistant

Location: Canary Wharf, London with possible travel within the UK

Reports to: Governance and assurance manager

Grade: E

Job purpose

The post-holder will be working to ensure that the GPhC complies with information rights legislation and has in place the governance framework, policies, procedures and support it needs to function as an effective, proportionate regulator.

Main accountabilities

1. Process requests for information under Freedom of Information and data protection legislation. This will involve logging requests, researching and drafting responses, consulting specialist staff where required and ensuring statutory deadlines are achieved.
2. Process complaints and feedback, acknowledging them in line with service level agreements and ensuring complaints are escalated to the right people and that managers respond to them to meet service levels.
3. Process subscriptions and renewals to the data subscription service, which gives access to public register data under licence, and deal with service enquiries.
4. With the Governance and Assurance Manager, prepare for the implementation of records management, working with directorate management teams and specific project and programme leads.
5. Support the Governance and Assurance Manager in service improvement work, including developing and documenting information security policies and procedures and work with the IT team and others to monitor compliance and performance.
6. Advise staff on information governance issues including information security, data protection and privacy, records management and transparency.
7. Promote information governance around the organisation, including facilitating training and developing intranet content.
8. Carry out other information governance and broader governance team tasks as required.

Knowledge and skills for this job

	Essential	Desirable
Relevant experience in responding to information requests or complaints	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven ability to research complex issues and summarise findings	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good interpersonal skills with the ability to deal comfortably with key individuals at all levels across the organisation and externally	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent organisational and administrative skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to deliver under pressure and ensure deadlines are met	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent oral and written communications skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Attention to detail and a high degree of accuracy	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good level of numeracy	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of coaching or advising others	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience of working within a health, professional or regulatory environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Good IT skills, including Microsoft Office and SharePoint	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Education or training in a relevant field or recognised Information Governance, Records Management or Archivist qualification	<input type="checkbox"/>	<input checked="" type="checkbox"/>

The knowledge and skills required for this role may change according to the needs of the GPhC.

Terms and conditions

Salary:	The salary for this role is Click here to enter text.. Salaries are usually reviewed in June. If you start after 1 March, your salary will first be reviewed in June of the following year.
Hours:	X hours per week, from 9.00 to 5.00, Monday to Friday
Holiday entitlement :	30 days per annum, pro rata, plus all Bank Holidays