**Job Profile:**

**Business Support Service – Information Management Team Leader (Complaints)**

This supplementary information for the Information Management Team Leader is for guidance and must be used in conjunction with the Job Capsule for the Business Services Job Family at Level 4 Zone 2.

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.

**Role Purpose:**

To ensure the Council meets its legal obligations for the processing and disclosure of information within the context of the:

* Data Protection Act 1998
* Freedom of Information Act (2005)
* Environmental Information Regulations 2004
* Public Records Act 1958 &1967
* Local Government Act 1972
* Statutory and non-statutory complaints polices & procedures

To manage staff in the Information and Records Management teams within the Business Support Services functions.

Take lead responsibility for allocating people and budgetary resources.

Take lead in one or more of the following specialist areas of IRM:

Data Protection (Access to information and data sharing and security)

Records Management

Freedom of Information Requests (including EIRs)

Complaints

**Example outcomes or objectives that this role will deliver:**

* To manage the day to day work of staff in the Information and Records Management team, to ensure a flexible and professional service that enables the organisation to meet the needs of customers and legal requirements.
* Investigate and resolve service issues and complaints, in line with agreed service standards and make recommendations for continuous improvement, development and professionalism of staff and the services they deliver.
* To design systems to provide statistical and performance data relating to Information and Records management; showing trends to ensure performance indicators, targets & standards for the services are met.
* To lead and take actions to promote, facilitate and support data sharing across the council and with partners that is effective, secure and compliant and to advise on complex data sharing issues as required.
* Provide education, training and awareness to all members of staff on the requirements of data protection legislation and the care and handling of personal data in order to ensure that relevant business functions are made aware of their legal responsibilities and how to comply with them.
* To develop a customer focused and efficient complaints procedure that meets the requirements of all related legislation and guidance and the policy requirements of the Local Authority.
* Provide a proactive approach to policy implementation and keep up to date with legislative changes, including keeping up to date with any data protection developments in the UK and Europe and informing the organisation of any actions that need to be taken in order to address the impending change.
* Provide high level advice on, and assist with, the management of any data breaches which arise, including liaising with the Information Commissioner on behalf of Camden.

**People Management Responsibilities:**

* Full management responsibility for a team of staff (10+) carrying out work in the same general type of work.
* Responsible for all training, learning, team development and personal development of team members ensuring the maintenance of high quality standards.

**Relationships:**

The post holder will be required to liaise with various teams and services across the organisation, resolving issues and providing advice as required. Key contacts are likely to include:

* Chief officers and senior managers across directorates
* Portfolio Holders and Elected Members
* Officers in other local authorities, London-wide bodies and central government departments e.g. Information Commissioner
* Members of the public

These relationships will involve the resolution of complex and contentious matters that will require persuasion and negotiation with senior members of staff. The outcomes of these discussions will influence and have implications for the organisation, in particular, in the provision of excellent customer service and the achievement of business objectives.

**Work Environment:**

This post will report into the Services Managers, Business Support Service, Level 5 Zone 1.

The post-holder will be required to work in an agile way in line with Camden’s move to a paperless and flexible work environment.

**Technical Knowledge and Experience:**

* Experience of UK data protection legislation, including the Data Protection Act 1998 and all subordinate legislation, together with a good understanding of the European data protection regime.
* Experience of statutory complaints policies and procedures related to the public sector and Local Authorities Acts and responsibilities.
* Experience of the Privacy and Electronic Communications (EC Directive) Regulations 2003
* People management skills and performance management skills with the ability to lead a team to ensure delivery of a consistently high level of performance, quality and customer care.
* Expert user of systems and information systems, with the ability to collate, manipulate, analyse and present data.
* Expert practical application of IT systems and software packages, including spreadsheets, databases and presentation programmes.
* Excellent organisational skills ability to manage a complex and varied workload with a flexible and innovative approach to work.
* Excellent interpersonal and communication skills (written and oral) including literacy, tact and diplomacy.
* Ability to work on own initiative and with minimal supervision and able to make accurate, considered judgements and decisions.
* Ability to deal sensitively and discretely with confidential matters with an appreciation of confidentiality requirements within the workplace
* A recognised professional qualification from Information Systems Examinations Board (BCS) or equivalent in one or more of the specialist information governance areas (or equivalent demonstrable experience).

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>