

Job Description

Job Title	Apprentice Information Governance Support Officer
Directorate	City Law and Governance
Service Area	Information Governance
Grade	AP2
Competency Level	1
Salary	£22,366
Job Type	Office Based/ Agile
Location	Cunard
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	N/A - Apprenticeship

Job Purpose

An 18-month fixed term apprenticeship undertaking the Business Administrator level 3 qualification whilst working in a supported environment to develop skills and knowledge. Provide high-quality administrative support services in support of the Council's provision of information governance.

Provide a comprehensive, high level and confidential support service. Represent the City Council in a professional manner.

Directly Responsible For:

Not applicable.

Directly Responsible To:

Principal Information Governance Manager and DPO.

Main Areas of Responsibility:

- Logging requests for information, Subject Access Requests and data security incidents
- Maintain reports and registers provided by the Information Governance Service
- Support the coordination of requests ensuring they meet with the statutory timescales
- Support and promote the publication of information that should be made public, so the City Council complies with the transparency requirements of information legislation
- Redacting confidential and sensitive information in connection with requests for personal and non-personal information
- Understanding how risk is identified from 'data protection by design and default' to data protection impact assessments
- Assist with the provision of a high-quality service
- Liaise with staff across the City Council, other organisations and stakeholders including members of the public
- Undertake research and provide preparation for meetings as required
- Organise and plan workload, diary and service commitments ensuring deadlines are achieved within strict statutory timescales

- Participate in all aspects of training and development as directed and using all relevant learning opportunities to improve personal skills to improve effectiveness and efficiency of service delivery
- Ensure all procedures, audit requirements and systems are adhered to and service information recorded on appropriate ICT systems within agreed timescales
- Always maintain confidentiality of information in accordance with the information governance requirements including the principles of Freedom of Information Act and Data Protection Act

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Be fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic, and environmental benefits for the council, residents, and communities

Physical Demands of the Job:

- Sitting for long periods of time at a desk

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the Council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to

carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test

Qualification and training

Essential

- Five GCSEs at grade 9-4 /A*-C including English and Maths or equivalent (A)
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Business Administration Level 3 Apprenticeship qualification (A,I)

Experience

Essential

- Knowledge of IT software packages, e.g., Microsoft Office packages including Word, Excel, Outlook, PowerPoint, and Teams (A,I)
- Providing excellent customer service both in person and by telephone (A,I)

Desirable

- Experience of working flexibly
- Experience of maintaining confidentiality and managing sensitive information
- An understanding the Data Protection Act, UK General Data Protection Regulation and Freedom of Information Act

Skills/Abilities

Essential

- Demonstrate good communication skills, both verbal and written (A,I)
- Good organisational skills with the ability to prioritise workloads to meet deadlines (A,I)
- Demonstrate the ability to work in and contribute to a team environment (A,I)
- Good level of accuracy and able to input data with accuracy and precision (A,I)

Desirable

- High level of computer literacy including use of MS Teams
- Able to respond to changing work priorities

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (I)

Desirable

- Able to work flexibly to meet the demands of the Service/ Directorate
- Attendance at external meetings and conferences when required

Other

Essential

- Contributes to open and constructive discussions in the delivery of the Information Governance Service (I)
- Communicates in an effective, efficient and respectful manner (I)