

Job Title	Information Governance Co-ordinator	Location	Oldham - Bower House	Job Family	CEO's Office	Grade	C5
Reports to	Senior Information Governance Officer	Designation	Hybrid				
Overall Purpose: Provide support to the Information Governance Team on all aspects of Information Governance, Records Management, Information Security and other services provided by the department such as archiving and retention.							
Responsibilities & Outcomes		Skills / Experience		General Role Expectations			
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> Support the Information Governance Team in managing incidents and requests for information, and other tasks allocated by the Senior Information Governance Officer. Collate information in relation to customer requests, internal and external stakeholders to ensure Guinness meets its legislative requirements in relation to the provision of information. Maintain the Information Governance guidance documents and templates including policies, procedures, guides, letters and emails. Support Guinness's records retention policies by assisting functions to identify what information needs to be retained, destroyed or archived and compiling records in line with the corporate records retention schedule. Promote awareness of GDPR, access to information, records management, information security and Information Governance by, for example, assisting with the production and publication of awareness messages and updating intranet pages on behalf of the Information Governance Team. Be responsible for maintenance and managing Guinness' Privacy Management system including identifying improvements where necessary. Liaise with external providers in relation to offsite storage of records. Retrieve and analyse information from systems and produce reports as required by the Head of Information Governance. Work with internal and external stakeholders to provide a joined up customer-focused service. <p>Key Outcomes:</p> <ul style="list-style-type: none"> Responding to requests for information and Information Security breaches within Mandatory timescales. Paper records retained/destroyed in line with legislative/regulatory requirements. Meet KPIs, deliver reports as required and ensure personal objectives are met. A consistent and high quality service delivered, working collaboratively with stakeholders. 		<p>Essential:</p> <ul style="list-style-type: none"> Good understanding of working with confidential information. Excellent attention to detail with ability to prioritise and ensure targets are met. Proven ability to work methodically, follow agreed procedures and accurately record information. Good oral and written communication skills with key stakeholders at all levels. Experience of working in a customer focused environment and the ability to manage customer expectations. Good knowledge of Microsoft Office Excel and Word. Experience of undertaking a range of co-ordination and administration activities and be able to work to conflicting deadlines and priorities. Ability to work effectively and pro-actively without high levels of supervision. Demonstrates the Guinness Behaviours. <p>Desirable:</p> <ul style="list-style-type: none"> Knowledge and understanding of Data Protection. Records Management experience. Knowledge of logging and managing requests for information and information security incidents 		<p>These are the requirements for roles at Grade C. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</p> <p>Accountability:</p> <ul style="list-style-type: none"> Operates <i>largely autonomously</i>, within set guidelines with managerial guidance. End <i>results largely defined</i> but <i>interpretive judgement</i> is used to achieve them. Works to <i>clearly defined</i> budgetary parameters and targets. <p>People Skills:</p> <ul style="list-style-type: none"> Typically <i>oversees/co-ordinates</i> the work of others, and may be a knowledge leader or lead a <i>small-medium sized team</i>. Required to maintain effective relationships within <i>own area of responsibility</i>. <i>Manages and ensures</i> consistency of the employment experience in own area. <p>Impact & Influence:</p> <ul style="list-style-type: none"> May be required to make a <i>variety of decisions</i>, some complex in nature, with concern for impact on others. Actions <i>may</i> have internal and external impact/influence. <i>Provides guidance and shares knowledge</i> with colleagues relating to own specialism. <p>Thinking Challenge:</p> <ul style="list-style-type: none"> Required to identify, assess and <i>resolve complex issues/problems</i> within own area of responsibility. Sufficient job knowledge to enable the analysis of principles and concepts. <i>Designs and develops</i> a continuous improvement approach within own area. <p>Customer Service:</p> <ul style="list-style-type: none"> <i>Respects and values</i> customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done. 			
		Qualifications					
		Essential:		<ul style="list-style-type: none"> Educated to Level 2 (C+ or 9-4 GCSE or equivalent) or higher. 			
		Other					
		Driving Licence Required	No				
		Mobile working required	Occasionally				
		Evening and weekend working required	No				

You are also required to undertake any other duties within your capabilities as may be reasonably required.