Inverclyde council

JOB DESCRIPTION

Post Title:	Information Governance & Complaints Administration Officer
Post Number:	
Grade:	5
Service:	Legal, Democratic, Digital and Customer Services
Section:	Legal & Democratic Services – Information Governance
Responsible to:	Senior Information Governance and Complaints Officer

Overall Purpose of the Job:

To provide high quality administrative support to the Information Governance Team.

To provide effective administration of all statutory requests for information and complaints received by the Council and Inverclyde Health and Social Care Partnership (HSCP).

Main Duties and Responsibilities

1.	To support the Information Governance Team with the co-ordination, management, recording and reporting of responses to all statutory requests for information received by the Council and the HSCP, including Subject Access Requests and requests under the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004.
2.	To support the Information Governance Team with the effective management of complaints made to the Council and HSCP.
3.	To log all requests for information and complaints received by the Council and the HSCP on the Information Governance Case Management System (Workpro) and forward to the relevant services for processing.
4.	To act as the Council and HSCP's first point of contact for internal and external enquiries regarding information governance and complaints matters.
5.	To manage, co-ordinate, track and collate information requests and complaints notified to Legal, Democratic, Digital and Customer Services.
6.	To manage, co-ordinate, track and collate all responses received for multi-service, corporate information requests and complaints.
7.	To provide advice and guidance to all Council Services and the HSCP on the Council and HSCP's Freedom of Information, Subject Access and Complaints policies and processes.
8.	To assist with the maintenance of the Council's Data Breach register, Data Sharing Agreements register, Data Protection Impact Assessment Register and Information Asset Register.
9.	To provide administrative services to the Information Governance Team, including arranging meetings, general secretarial support and minute taking for corporate working groups, including the Information Governance Steering Group.
10.	To assist and support with the production of statistical information and reports.
12.	To undertake any other duties and responsibilities of a similar nature as

	directed by line management.

Note: Where relevant, the general statements contained in this job description should be considered in the context of their relationship with other Council Policies, Procedures, operating arrangements, and other statutory responsibilities of Officers.

Date Produced: January 2024