

**DARLINGTON BOROUGH COUNCIL**  
**NEIGHBOURHOOD SERVICES & RESOURCE**

**JOB DESCRIPTION**

<b><u>POST TITLE :</u></b>	Complaints & Information Governance Assistant
<b><u>GRADE :</u></b>	L
<b><u>JOB EVALUATION NO.</u></b>	
<b><u>REPORTING RELATIONSHIP</u></b>	Complaints & Information Governance Manager
<b><u>JOB PURPOSE :</u></b>	To primarily support the provision of an information request service and to provide additional support to the Complaints and Information Governance Manager in relation to the handling of corporate, adult and children's social care complaints.
<b><u>POST NO.</u></b>	D13119
<b><u>PDR COMPETENCY FRAMEWORK</u></b>	Level 1, Expected Competencies for all employees

**MAIN DUTIES/RESPONSIBILITIES**

1. To support the provision of a complaints and information request service for all Corporate, Adult and Children's Social Care complaints, and all Freedom of Information, Data Protection, Environmental Information Regulation and Re-use of Public Sector Information requests.
2. To assist the Complaints and Information Governance Manager in the implementation of information rights and other relevant policies and strategies and to monitor their outputs across the Council.
3. To support the Complaints and Information Governance Manager in developing and maintaining the Council's Publication Scheme and Open Data Scheme.
4. To administer the day-to-day data management of complaints and information requests, via a computerised request tracking and management information system.
5. Collation and management of information and statistics relating to complaints, compliments and comments, and requests for information, including trend monitoring and capturing lessons learned.
6. To support the Complaints and Information Governance Manager in the development and delivery of training.
7. To provide appropriate advice to staff, senior managers, Elected Members and schools in relation to complaints and information governance.

8. To assist the Complaints and Information Governance Manager in maintaining written procedures and protocols, web pages, leaflets and publicity material in respect of information rights and other relevant issues.
9. Ensure that the Corporate, Adult and Children's Social Care Complaints Procedures, Freedom of Information, Environmental Information and Data Protection procedures are well publicised both internally and externally.
10. To provide advice on how to access complaints and information governance procedures and provide practical support to customers on making complaints and information requests.
11. Face-to-face contact with customers to establish the scope of complaints, desired outcomes, or the nature of the information being requested.
12. To act as a central point of contact for unreasonable and unreasonably persistent complainants.
13. To provide advice and guidance to resolve issues that fall outside the scope of the Council's complaint and information governance procedures and signpost customers to services as appropriate.
14. On receipt of complaints and requests, process in accordance with the relevant procedure, including carrying out risk assessments and making safeguarding referrals where appropriate.
15. To assist with the management of the complaints investigation under the Adult and Children's Social Care Complaints Procedure and the Corporate Complaints Procedure where appropriate.
16. To monitor and advise on consistency of complaint investigations within departments and ensure standardisation of responses.
17. To investigate formal complaints where appropriate or to assist senior officers in their investigation of complaints (making recommendations to both resolve the complaint and improve the service provided).
18. To monitor complaint resolution actions and ensure they are completed in a timely manner.
19. To prepare responses to requests for information including the provision and refusal of information in accordance with the relevant legislation.
20. Act as a central point of contact for the Local Government, Health Services Ombudsman and Information Commissioner's Office (ICO) and gather relevant case history as required to support any investigation.
21. To support the Complaints and Information Governance Manager in maintaining the Council's data protection notifications with the ICO.
22. To support the provision of a management information system for the recording and reporting of members' enquiries.
23. Assist the Complaints and Information Governance Manager to standardise commonly performed tasks across the work area.

24. Undertake, with complete discretion and in confidence, tasks as directed which may be of a sensitive and confidential nature.
25. To represent the department/Council on any internal groups or external bodies and relevant committees as directed.
26. To undertake detailed research work and deliver ad hoc projects/initiatives as requested. To include the composition of original reports, recommendations and appropriate solutions. This work may extend beyond the boundaries of the department but fall within the parameters of the grade.
27. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
28. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
29. Carry out your role in line with the Council's Equality agenda.
30. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
31. Any other duties of a similar nature related to this post that may be required from time-to-time.
32. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers

Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date: March 2018

**DARLINGTON BOROUGH COUNCIL****PERSON SPECIFICATION****COMPLAINTS & INFORMATION GOVERNANCE ASSISTANT****NEIGHBOURHOOD SERVICES & RESOURCE****POST NO. D13119**

All appointments are subject to satisfactory references.

<b>Criteria No.</b>	<b>Attribute</b>	<b>Essential (E)</b>	<b>Desirable (D)</b>
	<b>Qualifications &amp; Education</b>		
<b>1</b>	Qualifications in Public Administration or equivalent, Information Governance and/or Records Management or equivalent		<b>D</b>
	<b>Experience &amp; Knowledge</b>		
<b>2</b>	Approximately 1 year experience of interpreting legislation, policy or procedures	<b>E</b>	
<b>3</b>	Approximately 2 years relevant experience in handling complaints/customer feedback and/or requests for information	<b>E</b>	
<b>4</b>	Knowledge and appreciation of best practice in record keeping	<b>E</b>	
<b>5</b>	Previous experience of working with confidential and/or sensitive information.	<b>E</b>	
<b>6</b>	A working knowledge of the legal requirements of the information rights agenda including the Data Protection Act 1998, Freedom of Information Act 2000, and Environmental Information Regulations 2004.		<b>D</b>
<b>7</b>	Experience in the implementation, development and support of records management systems.		<b>D</b>
<b>8</b>	A working knowledge of local government.		<b>D</b>
<b>9</b>	Approximately 2 years' experience in information governance.		<b>D</b>
<b>10</b>	Approximately 2 years' experience of dealing with FOI, EIR and subject access requests.		<b>D</b>
<b>11</b>	Approximately 2 years' experience of working with either the NHS and Adult Social Care or Children's Social Care complaints legislation.		<b>D</b>
<b>12</b>	Approximately 2 years' experience of dealing with other complaints.		<b>D</b>
	<b>Skills</b>		
<b>13</b>	Ability to communicate, both orally and in writing, to a wide range of audiences (including ability to write clear and concise reports and presentations),	<b>E</b>	
<b>14</b>	Ability to establish priorities and achieve deadlines.	<b>E</b>	

<b>15</b>	Ability to deal effectively at all levels with client departments, outside bodies and members of the public.	<b>E</b>	
<b>16</b>	Ability to work successfully as part of a team.	<b>E</b>	
<b>17</b>	IT literate, capable of using MS Word/Excel and office packages.	<b>E</b>	
	<b>Personal Attributes</b>		
<b>18</b>	Ability to operate with discretion and integrity, initiative and innovation	<b>E</b>	
	<b>Special Requirements</b>		
<b>19</b>	Committed to high standards of customer service.	<b>E</b>	
<b>20</b>	The ability to communicate at ease with customers and provide advice in accurate spoken English	<b>E</b>	