

MORAY COUNCIL
JOB DESCRIPTION

(1) JOB IDENTITY

POST TITLE:	Information Officer	DEPARTMENT:	Environmental Services
SECTION:	Direct Services	LOCATION:	Ashgrove Depot
REPORT TO:	Roads Maintenance Manager		
GRADE:	5	POST REF:	MOR04664

(2) JOB PURPOSE AND WAY OF WORKING

To provide assistance to Roads Maintenance Manager with co-ordination of all Complaints, Queries, Freedom of Information Requests received by all personnel within Roads Maintenance.

(3) MAJOR TASKS

- 3.1 Manage complaints & FOI requests that are received within the Roads Maintenance area, which includes upkeep of file management of complaints & FOI, assisting with responses being issued and ensuring MP/member complaints are appropriately responded.
- 3.2 Manage requests from members of the public with regards to road maintenance enquiries, keeping a record of the requests, passing them to Roads Maintenance team members for relevant information to enable a response to be prepared, and keeping a record of responses for future reference.
- 3.3 Provide technical and admin support to Supervisors, Technical Staff and management as required. This will include sickness absence support ,performance management support and trade union operational meetings.
- 3.4 Liaise with Council's communications office and support Roads Maintenance Manager/service Management Team with PR/Communications across the service.
- 3.5 Support the co-ordination and implementation of consultation exercises including recording, analysing and presenting of data collected.
- 3.6 Organise and maintain systems and procedures.
- 3.7 PR/Communications Support

(4) REPORTING RELATIONSHIPS

Roads Maintenance Manager

*Information Officer

(5) DUTIES TYPICALLY INCLUDE:

5.1 Manage complaints & FOI requests that are received within the Roads Maintenance area, which includes upkeep of file management of complaints & FOI, assisting with responses being issued and ensuring MP/member complaints are appropriately responded.

- Ensure Complaints & FOI requests are dealt with in a prompt manner ensuring compliance with Council response policy.
- Liaise with the Councils complaint officer & Information co ordinator to ensure appropriate responses are provided.
- Monitor and review MP/Elected member responses provided by Officers within the Roads Service area.
- Respond to complaints & FOI requests as appropriate to assist Roads Maintenance staff.
- Undertake research in order to provide support to respond to complex issues raised to the Roads Maintenance service.
- Manage the system database to record complaints & FOI requests

5.2 Manage requests from members of the public with regards to road maintenance enquiries, keeping a record of the requests, passing them to Roads Maintenance team members for relevant information to enable a response to be prepared, and keeping a record of responses for future reference.

- Ensure requests from members of the public with regards to road maintenance related issues are dealt with in a prompt manner ensuring compliance with Council response policy.
- Liaise with the technical staff within the Roads Maintenance team to ensure appropriate responses are provided.
- Undertake research in order to provide support to technical staff within the Roads Maintenance team in their dealing with customer enquiries raised.
- Maintain a register of policies and procedures.

5.3 Provide technical and admin support to Supervisors, Technical Staff and management as required.

- Present information/summary reports as the Road and Fleet Management Team meeting on wide ranging issues such as complaints, MP/Councillor enquiries, service performance information.
- Assist with the preparation of Roads Maintenance service plan and risk register to ensure timely response in producing strategic documents. Liaise with Management to identify and measure key strategic priorities for the service area.
- Support Roads Manager with trade union issues raised, minute meetings and preparation of action log of issues raised.
- Support Roads Manager with Northern Roads Collaboration Forum project work, including preparation of report, ensure items raised are followed up/investigated.
- Support roads maintenance service with the sickness absence reporting arrangements.
- Undertake all typing/word processing a variety of documents accurately and timeously;
- Prepare and distribute agenda and papers for Roads and Fleet Management Team and prepare draft minutes for approval;
- Co-ordinate information and requests on behalf of the Roads Maintenance Manager and Roads and Fleet Management Team.

5.4 Liaise with Council's communications office and support Roads Maintenance Manager/service Management Team with PR/Communications across the service.

- Ensure responses/enquiries are dealt with in a prompt manner ensuring compliance with Council response policy.
- Monitor and review responses provided by Officers within the Roads Service area.
- Assist with any other matters requested by the Roads Maintenance management team.

5.5 Support the co-ordination and implementation of consultation exercises including recording, analysing and presenting of data collected.

- Research information and compile data to enable the completion of reports or the preparation of responses to queries for consideration by the Roads Maintenance Manager as required;
- Assist in the compilation of statistical information as required.

5.6 Organise and maintain systems and procedures.

- Maintain systems and procedures associated with all types of correspondence, making use of various ICT systems;
- **Maintain systems and procedures associated with all types of correspondence, making use of various ICT systems, such as LAGAN, WDM and Sharepoint;**
- Support the Head of Direct Service and Roads Maintenance Manager in the preparation of agenda's, minute taking and admin support of departmental and service Health & Safety Forum Meetings.
- Provide administrative support and maintain both computerised and manual information systems such as personal employee information, establishment and post information.

5.7 PR/Communications Support

- Assist in sharing/responding to PR requests from both internal and external sources.
- Liaise with Council's communications office/team to ensure social media enquiries are managed/responded to as appropriate.
- Assist in the presentation of key PR Campaigns to promote the roads maintenance service area.
- Assist with the production of reports/newsletters, forms and other documents produced for internal use and for issue to the public, other services and organisations.

SIGNATURES AND ADMINISTRATION ONLY

Author's Signature:

Validator's Signature:

Date:

Postholder's Name:

Signature:

Date:

Supervisor's Name:

Signature:

Date:

MORAY COUNCIL

PERSON SPECIFICATION

Post: Information Officer

Department: Environmental Services

Date Specification Completed: 07 February 2020

Note: Any disabled applicant who meets the essential criteria for the post is guaranteed an interview.

ATTRIBUTES	ESSENTIAL <i>The minimum acceptable levels for safe and effective job performance</i>	DESIRABLE <i>The attributes of the ideal candidate</i>
(1) Experience	Significant Clerical and administrative experience. Proficiency with Microsoft Office software packages e.g. Word, Excel. Experience of working in a busy office environment using relevant technology and equipment e.g. photocopier, email, Intra/Internet Knowledge of Freedom of Information (Scotland) Act 2002, Data Protection legislation including the General Data Protection Regulation (GDPR) and Data Protection Act 2018	Secretarial/clerical experience at senior level. Experience of dealing with Elected Members and members of the public. Local Government Experience.
(2) Education & Qualifications*	2 Higher grades of equivalent, at level 3 or above preferably including English. ECDL.	Advanced ECDL. Relevant HNC or HND in Business Administration/Information Technology
(3) Skills/Abilities (General)	Ability to provide complex responses both in written responses and verbal updates. Assess and prioritise communication/enquiries received with the ability to independently solve through undertaking research and interpretate information received by others. Ability to prioritise self and others with understanding of potential problems. Ability to work on own initiative and take sensible informed decisions.	Ability to motivate others and manage them to produce results.

	Effective organisational and time management skills and the ability to effectively manage a workload, prioritise tasks and meet deadlines High level of accuracy in work and attention to detail. Self-confident and self-motivated	
(4) Skills/Abilities Specific to Post	Willingness and ability to tackle issues sensitively, discretely and in confidence. Knowledge and understanding of local government and work of the Council. Appreciation, acceptance and commitment to the importance of confidentiality.	Understanding and awareness of local government issues. Understanding of role of Directors, Councillors and Committees. Experience of working in the field of Data Protection, Freedom of Information Regulations and records management within a complex environment.
(5) Inter-personal & Social Skills	Understanding of and the ability to demonstrate key interpersonal skills, telephone and face to face. Excellent communication skills both oral and written Demonstrates an ability to relate to people at all levels Willingness to accept direction/ delegation Ability to develop and sustain effective working relationships	
(6) Working Environment & physical demands.	Ability to work flexibly to meet the needs and demands of the service Ability to work in a shared office Ability to work in different offices subject to the needs and demands of the service	

* Candidates will be required to show these documents if invited for interview.

Satisfactory Disclosure Scotland check required? ~~YES~~ / NO
Satisfactory pre-employment medical screening required? ~~YES~~ / NO