

**JOB FAMILIES ~ Customer Services – Strategic Planning and Governance**

**Job Title: Directorate Governance Officer**

**Level descriptor – JG4**

<b>Role purpose:</b> Required to carry out a range of more complex activities working within existing procedures and routines with limited supervision. Roles at this level will require a broad knowledge and understanding of the work processes in the Children's and Adults' directorates. The post holder will resolve problems and queries, escalating the more complex to others. The postholder will demonstrate excellent customer care skills to all colleagues and stakeholders to support the directorates' objectives.	
<b>Typical activities</b>	<b>Knowledge, skills &amp; experience</b>
<p>Provide information to colleagues and stakeholders on a range of services within the directorates, directing them to the correct area of work to encourage and help access to and understanding of processes for available services</p> <p>Responding to Subject Access Requests (SARs) and Freedom of Information questions (FOIs) and signposting and referring where necessary, sometimes dealing with unexpected and challenging situations, and referring the most complex to the appropriate person.</p> <p>Input and maintain records of freedom of SARs and FOI requests, ensuring they are directed to colleagues as appropriate, and administer processes to ensure the council is compliance with legislative requirements.</p> <p>Advise on process and correctly apply disclosures and non-disclosures of requested information and exemptions to the release of requested information as specified under the Freedom of Information Act.</p> <p>Support colleagues in acknowledging complaints and queries and establishing the facts for specific issues for others to include in the official responses in agreed timescales.</p>	<p>NVQ level 2 or equivalent in literacy and numeracy</p> <p>NVQ level 2 or equivalent practical work experience to achieve a qualification in technical skills relating to the service area.</p> <p>Practical work experience to give a thorough understanding of the processes and practices required to ensure confidential and safe systems of work in an office environment.</p> <p>Awareness and general understanding of the Directorate area technical protocols, regulations and relevant legislation to include information sharing, health &amp; safety, confidentiality, data protection and information governance.</p> <p>Ability to work and engage with colleagues and demonstrate good customer care skills.</p> <p>Experience of working with computers and technology and ability to use databases, the Internet, e-mail and software packages including Microsoft Office.</p> <p>Awareness, understanding and commitment to North Somerset Council's Equalities Scheme</p>

<p>Assist in the handling of Court Orders received by the council: ensuring accurate response in line with council protocol and within Court required time deadlines</p> <p>Support colleagues by using the relevant systems to ensure accurate and available information is registered and responses monitored to meet timescales.</p> <p>Input and maintain record keeping processes in line with North Somerset Council's information governance policy.</p> <p>Contribute to the planning and delivery of identified activities to improve service processes and outcomes.</p> <p>Undertake promotion and monitoring of specific activities and projects under the guidance of senior colleagues.</p> <p>Assist in investigating matters, preparing reports and management information for further action by others.</p>	<p>A demonstrable understanding of the priorities of the Directorate.</p> <p>Ability to respond appropriately to challenging and difficult situations.</p> <p>Ability to prioritise and meet deadlines.</p> <p>Ability to work flexibly using own initiative.</p>
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> <li>• Assessment of safe work environment</li> <li>• impact evaluation of activity or contact with customers</li> <li>• quality of records,</li> <li>• Achievement of appropriate level of qualification</li> </ul> <p>Feedback from colleagues and the general public Key Performance Indicators (where available) Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, contributes positively by sharing information and supports team consensus <u>Outcome focused</u> ~ delivers customer focused services <u>Problem Solving &amp; judgment</u> ~ confident in making decisions within guidelines <u>Planning &amp; Organising</u> ~ prioritises what is important in line with team &amp; service goals <u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on theirs.</p>

**Career grade progression:**

Progression to the next level of the career grade will be dependent upon managerial assessment of competence and independent working. The post holder will be expected to demonstrate knowledge and understanding of service processes in the application of policies, issuing documents and maintaining accurate records. In addition to the responsibilities above, the post holder will undertake:

**JOB FAMILIES ~ Customer Services – Strategic Planning and Governance****Job Title: Directorate Governance Officer****Level descriptor – JG5**

<b>Role purpose:</b> Required to give practical support or advisory service to service users within frameworks or agreed programmes from other professionals using specialist knowledge that will be acquired through practical experience or vocational qualifications. Roles at this level may work unsupervised much of the time within defined procedures but with readily available advice from managers.	
<b>Typical activities</b>	<b>Knowledge, skills &amp; experience</b>
<p>Provide information to colleagues and stakeholders on a range of services within the directorates, directing them to the correct area of work to encourage and help access to and understanding of processes for available services</p> <p>Responding to SAR and FOI queries and signposting and referring where necessary, sometimes dealing with unexpected and challenging situations, and referring the most complex to the appropriate person.</p> <p>Register and respond to SARS and FOI requests, answering those that are straightforward or direct the requester to published information already in the public domain, direct those SARs/FOIs that require specialist input to the appropriate colleagues and ensure the council is compliance with legislative requirements.</p> <p>Recommend improvements about the availability of information that is already published to reduce the number of SARs/ FOI requests.</p> <p>Undertake responses to Court orders for SARs/FOIs, and ensure consistency of response ensuring the council is compliant in meeting statutory deadlines and protocols.</p>	<p>NVQ level 2 literacy &amp; numeracy or equivalent</p> <p>NVQ level 3 or 4 qualifications or equivalent to demonstrate technically specific skills relating to the appropriate area of work</p> <p>Demonstrate experience of Microsoft office suite including basic to intermediate XL skills</p> <p>Ability to analyse data and statistics to provide meaningful information.</p> <p>Awareness and general understanding of Place directorate protocols, including GDPR, compliance with statutory returns and monitoring of performance indicators.</p> <p>Ability to work with colleagues and engage with key stakeholders in Place activities.</p> <p>Ability to anticipate emerging issues, recommend solutions to problems and take the initiative to resolve any identified.</p> <p>Ability to present evidence clearly and confidently</p>

<p>Support colleagues by responding to complaints and queries or establishing the facts for specific issues for others to include in the official responses in agreed timescales.</p> <p>Provide regular and ad hoc management information reports to support service improvement either via automation or manual means, analysing information to identify trends or 'hot spots' in service complaints and queries.</p>	<p>Ability to work without close supervision and recognise professional boundaries to seek advice when appropriate.</p>
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> <li>• number of cases/projects worked on at any one time,</li> <li>• impact evaluation of investigation/ activity/ inspection</li> <li>• quality of site records / case files etc</li> </ul> <p>Feedback from service users, colleagues and partner agencies Key Performance Indicators (where available) Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, actively shares information and best practice <u>Service user/ outcome focused</u> ~ achievement of results/targets through appropriate interventions/activities etc <u>Problem solving &amp; judgement</u> ~ makes links between identified potential issues and possible solutions, seeks advice from others, application of technical knowledge to problems <u>Planning &amp; Organising</u> ~ Prioritises work, organising work for self to meet agreed deadlines <u>Business Awareness</u> ~ Demonstrates an understanding of what it takes to be successful within own work area and the contribution of the role to the area of work</p>

## Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

## Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

## Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.

**The entering of your name and the date below will be treated as signature for declaration purposes.**

Effective Date:	Issued on:
Postholder Name:	Date: