

BRIGHTON & HOVE CITY COUNCIL

JOB DESCRIPTION

JOB TITLE:	Information Officer
REPORTS TO:	Performance Analyst
DEPARTMENT:	Families, Children and Learning
SECTION:	Stronger Families, Stronger Communities

PURPOSE OF JOB

To ensure the efficient and effective use of Information Technology Systems to collate specified data relating to certain areas of Families, Children and Learning, particularly data relating to Early Help services and the Troubled Families programme.

To support Families, Children and Learning staff in their use of Performance and Management Information.

To support the development and rationalisation of information systems in order to meet the changing requirements of the service.

To provide specific and tailored support to Early Help staff in the usage of the Council's Social Care Recording System (Carefirst), including development of guidance.

To take a proactive role in supporting performance management, quality and consistency in terms of recording for the organisation.

PRINCIPAL ACCOUNTABILITIES

1. To maintain an up-to-date understanding of the complex business processes, local conventions and legislative framework underpinning the delivery of the Troubled Families programme, known locally as Stronger Families Stronger Communities (SFSC), in order to:
 - collect, collate and maintain the data needed for effective recording and reporting, and assist in developing the systems and processes required for this;
 - enable the provision of effective training and support;
 - support the obligations of the delivery of the SFSC programme.

2. To support the development of the functionality of the social care recording system, and other information systems as required, to ensure that the council's business and statutory obligations are being met.
3. To pro-actively promote consistent recording on to Carefirst and other systems, to increase staff awareness to use systems and to support the teams to achieve key performance indicator targets.
4. To deliver workplace training to individuals and small groups where users have more complex needs than can be catered for in a generic training course.
5. To ensure that all information is stored accurately and to the required standards of the Department and in accordance with relevant legislation (including Data Protection, Human Rights and Freedom of Information Acts).
6. To develop appropriate support in order to promote an IT culture and usage of Information Systems for Case Work Management in conjunction with the Safeguarding and Quality Assurance Team.
7. To have a detailed knowledge of the key Performance Indicators affecting the SFSC programme, and to support the systems to ensure that targets are met.
8. To ensure that Information Systems and procedures are regularly monitored and evaluated.
9. To support staff in the use of regular and ad-hoc operational reports.
10. To complete ad-hoc project work across the Service to provide best practice in IT use.
11. You must be prepared to implement the Council's Equalities Policy at a level appropriate to the job and must at all times carry out your duties with due regard to the Council's Equalities Policy.
12. You must be prepared to be responsible for the implementation of any compliance with the provisions of legislation relating to the health and safety of such employees and areas of the work place as fall under your direct control, and for complying with legislation relating to such works and contracts, as are within your direct responsibility.
13. You will be required to undertake such other duties appropriate to the grade and scope of the work as may reasonably be required of you. Therefore, the list of duties in the Job Description should not be regarded as exclusive or exhaustive.
14. Your duties will be set out in the Job Description, but please note that the Council reserves the right to update your Job Description from time to time to reflect changes in, or to, your job. You will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require revisions to be made to this Job Description.

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PERSON SPECIFICATION

JOB TITLE: Information Officer

REPORTS TO: Performance Analyst

DEPARTMENT: Children's Services

	ESSENTIAL CRITERIA
Job Related Education, Qualifications and Knowledge	<ul style="list-style-type: none">• Knowledge of a wide range of functions, responsibilities and duties of a Local Authority.• Knowledge of the delivery of Social Services and other family support services.• Education to NQF Level 3 or equivalent experience
Experience	<ul style="list-style-type: none">• Experience of working with information systems and database management
Skills/Abilities	<ul style="list-style-type: none">• Ability to prioritise own work, and to assist the team in meeting its wider priorities and deadlines.• Ability to effectively use ICT including Microsoft Excel• Good communication skills; written, verbal and presenting• Good analytical and problem solving skills.• Ability to absorb complex information quickly.• Ability to assimilate new software packages to meet business and users' needs.• Strong report writing skills, ranging from short briefings and training notes to longer detailed reports. In particular, the ability to transfer complex and technical information into an easily understood form for the non-expert.• Ability to prepare training materials and informational and promotional materials in appropriate formats.• Assertiveness to promote the adoption of an IT culture and to overcome staff resistance and inertia.
Equalities	<ul style="list-style-type: none">• To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Inclusive Council Policy.