

CORPORATE SERVICES DIRECTORATE

CORPORATE SUPPORT OFFICER

(Fixed Term for 2 years; Full time 37.5 hours/week (part time hours of no less than 30/week may be considered); Band D)

Purpose

This post is established to ensure the Authority's management of information and data complies with best practice, and meets all underpinning legislative requirements. The post-holder will also ensure that all requests for information are dealt with effectively and efficiently and that responses meet statutory and policy requirements.

The post-holder will project manage a range of projects initiated to improve our management and storage of records and data, and on the potential procurement and implementation of software systems to support more effective and efficient records management.

The role will also have oversight of the Authority's facilities management functions, and line-manage the Facilities Officer.

Responsibilities

- Monitor and evaluate the records management structures and ensure all records and data management practices comply with best practice and are supported by clear and effective internal policies.
- As the responsible owner of all records and data management policies, undertake reviews of policy and practice making suggestions on required amendments and working with the Head of Organisational Development and Director of Corporate Services to ensure that policies meet statutory and best practice requirements and that organisational practice is effective and in keeping with policy.
- Project manage any agreed projects initiated to improve our management and storage of records and data, and on the potential procurement and implementation of software systems to support more effective and efficient records management.
- Oversee the Authority's Customer Relationship Management (CRM) processes, ensuring compliance with best practice and internal policies
- Oversee the Authority's responses to all Freedom of Information (Scotland) Act requests and ensure that responses meet legislative requirements, uphold the organisation's values, provide good customer service and are in line with relevant guidance, while recognising wider interests of the Authority and any third parties who have supplied information held. Support the Director of Corporate Services in the handling of any appeals to FOI responses and in coordinating any activity with the Information Commissioner.
- Support the development, implementation and evolution of the Business Continuity Plan
- With support from the Facilities Officer, ensure effective and efficient operations of the leased and built facilities and equipment, and deliver health and safety responsibilities for the Organisation.
- Support wider Organisational Development improvement projects where directed by the Head of Organisational Development or Director of Corporate Services, including support for the Authority's Environmental Management Group;
- Ensure the Authority's policies and procedures as regards core governance systems such

as data protection, information security, records management, Freedom of Information, Environmental Information and complaint responses remain up to date and are delivered by the post-holder and staff throughout the organisation to demonstrably provide the highest standards of service to the customer and the Authority;

- Coordinate public procurement activity through coordinating use of Public Contracts Scotland website where the Director of Corporate Services agrees central support of procurement activity is warranted.
- Line managing staff to ensure efficient and effective delivery of the relevant parts of the Corporate and Operational Plans. Ensure effective performance of staff and prepare appraisal reports for staff, identify and help to meet training and development needs and implement Health and Safety procedures, and contribute to recruitment of staff as appropriate.

General

- Contribute to the work of the Corporate Services Directorate and CNPA as a whole and ensuring compliance with financial procedures;
- Develop and manage appropriate relationships with contractors and consultants,
- Manage on-going facilities budgets with the support of the Facilities Officer to ensure effective and efficient delivery of agreed programmes;
- Contribute to the delivery of the National Park Partnership Plan; and,
- To conduct other work, as necessary. All post holders are required to be flexible with regards their job description so that the organisation can adapt to new opportunities and priorities over time. The post-holder may also have to provide absence cover for key staff such as the Clerk to the Board to ensure effective governance and operations at all times.

Person Specification: - Knowledge, experience and training

ESSENTIAL

- Excellent communication and inter-personal skills with the capacity to develop positive and effective working relationships and influence the actions of others
- Knowledge and demonstrable experience in at least two of the following key function areas :
 - data protection,
 - information security,
 - records management,
 - Freedom of Information legislation including Environmental Information requests,
 - Facilities management/health and safety compliance
- Evidence of ongoing personal and professional development to support a willingness and capacity to learn in areas which are currently gaps in knowledge and understanding.
- Initiative, vision and drive to develop innovative approaches and solutions to organisational requirements.
- Understanding and demonstrable experience of project management systems and processes
- Must be able to demonstrate ability to make sound judgements on the handling of controversial and sensitive issues;
- Computer literate with good IT skills; and,
- Full UK driving licence or access to a driver if disability prevents driving.

DESIRABLE

- Experience in managing and developing staff;
- Experience of working in a public sector background and of the standards of governance and information management that entails;
- Health and Safety qualification such as IOSH;
- Knowledge of the Cairngorms National Park, and
- Knowledge of Gaelic.