

Information Officer

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| POST | Information Officer |
| EMPLOYER | VOCAL – Voice of Carers Across Lothian |
| SALARY | SP54 £32,235 per annum, pro rata (£17.16 per hour) VOCAL will match up to 6% pension contribution 33 days paid leave plus six fixed public holidays (pro rata) |
| HOURS | 22.5 hours per week, ideally worked over 3/4 days. |
| LOCATION | The postholder will be working in Edinburgh from VOCAL's Edinburgh Carers' Hub at 60 Leith Walk, with occasional meetings at VOCAL's Midlothian Carer Centre. |

Purpose of the post

The post holder will be responsible for providing expert advice and support to maintain data protection, compliance, and governance within VOCAL and support the creation of reports for contract compliance.

VOCAL values

- We are carer-led and engage carers in all aspects of our work
- We recognise and advocate for carers as equal partners in care
- We support carers to:
 - build on their strengths and skills
 - identify and achieve their outcomes
 - strengthen their resilience
 - improve their quality of lives
- We believe in diversity, equality of opportunity and choice
- We promote transparency and honesty
- We treat people with dignity and respect
- We create opportunities for innovation, creativity and enterprise
- We seek to work in partnership around agreed outcomes

Improved outcomes for carers

The post holder will contribute to the following outcomes for carers.

Carers will report:

- being better informed about issues linked to their caring role
- improved confidence in their ability to shape services and support

- improved confidence in managing their caring role
- improved physical and mental wellbeing
- improved confidence in their ability to deal with the changing relationships
- improved economic wellbeing
- improved social wellbeing
- improved personal safety

Person Specification

The post holder is expected to evidence and demonstrate the following.

Qualifications (Desirable)

- Educational qualifications which may include qualifications in data analysis, governance and information management to university degree level, or other relevant qualifications

Experience (Essential)

Post holder will demonstrate previous experience in:

- Interpreting, analysing and presenting data
- Working with and advising internal stakeholders on data protection and GDPR compliance
- Reviewing guidelines and changes in legislation
- Managing sensitive information
- Using data visualisation software, such as Power BI.

Knowledge (Essential)

Post holder will demonstrate:

- Clear understanding of data protection and compliance and GDPR regulations, alongside other relevant laws/regulations

Skills (Essential)

Applicants will demonstrate:

- Excellent IT skills
- Excellent analytical and problem-solving skills
- Good communication skills
- Ability to work on own initiative and take direction
- Good teamwork and a collaborative approach, with the ability to form effective working relationships with internal and external stakeholders
- Strong attention to detail and organisational skills

Experience, Knowledge and Skills (Desirable)

- Line management experience
- An understanding of issues affecting carers
- Third or charitable sector in a paid or volunteering role

Job Description

Database management

- Input and extract data from VOCAL's Case Manager and CRM systems.
- Support colleagues with data management, ensuring Standard Operating Procedures are followed by staff.

Reporting and analysis

- Provide regular reports to VOCAL's Senior Management Team, reporting on organisational performance. The post-holder will identify trends, highlight issues and make recommendations.
- Develop reports for contract compliance, supporting staff preparatory work to ensure submission within timescales.
- Support senior staff members with data extraction and reporting.
- Train staff in reporting where required, with support of Head of Digital and Communications.

Data governance and GDPR

- Ensure staff are following GDPR and data protection guidelines.
- Implement GDPR exercises, ensuring VOCAL's systems are up to date.
- Review VOCAL's existing policies and systems, including data sharing agreements and the organisation's information asset register.
- Provide advice and guidance to staff, training staff where required with support of Head of Digital and Communications.
- Keep up to date with training on data protection and GDPR.
- Escalate issues to senior management team.

General duties

- Line management of an administrative post
- Contribute to VOCAL's quality assurance frameworks in all areas of practice
- Comply with VOCAL's policies and procedures
- Participate in relevant staff team meetings

Carry out other non-recurring duties as arise from time to time, and provide cover during the absence of team members.

Accountability, Management and Development

The post holder will benefit from a structured induction programme within the first month of appointment, followed by a six months' probation period.

The post holder will ultimately be accountable to the Board of Directors. For line management, supervision and support the post holder will report to VOCAL's Head of Digital and Communications.

VOCAL acknowledges its responsibility to help identify training needs of staff and to allow reasonable time and resources for staff training, where such training furthers the duties and responsibilities of the post.

The post holder will be based at the Edinburgh Carers' Hub, but will be expected to carry out a range of duties at different locations in Edinburgh and Midlothian.

The post holder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

Conditions of Service

The post is advertised at 22.5 hours per week (ideally worked over 3/4 days, final arrangement to be agreed with successful candidate). Occasional weekend work may be required.

VOCAL offers a range of contractual benefits, including:

- generous annual leave entitlement of 33 days plus six public holidays (pro rata for part-time staff). This increases with length of service.
- a 6% pension contribution which increases with length of service
- enhanced maternity, paternity and adoption pay
- paid Carer's Leave
- enhanced sick pay
- a Cycle to Work Scheme.

The postholder will be expected to undergo a Basic Disclosure check.