

## **Information Governance Assistant**

Status - Full Time

Contract Type - Permanent

Salary – Dependent on experience

Working Hours – 37.5 Hours per Week

### **The Role - summary**

As Information Governance Assistant you will be immersed in a wide range of complex information governance and data protection related matters, including our clients' processing of personal and sensitive data, requests for access to their information, information sharing with other organisations, data breach incidents and research projects.

As an employer we will develop your understanding and knowledge of UK GDPR and data protection legislation and practical application by integrating you into our team, across all of our projects involving personal data. You will have opportunities to learn how organisations process, store and share data as required by both UK GDPR and the Data Protection Act 2018, as well as managing risk and compliance cases where there has been a data breach.

The role holder will be responsible for providing support and assistance to all areas of BLS Stay Compliant Ltd on all matters of information management.

The role includes working with all BLS teams to support and develop appropriate information filing structures, to assist staff in their daily working, sharing of documents, accessing specialist information and dealing with a variety of tasks including working to support our Business Manager to develop company presentations, marketing and admin tasks as required and to develop your Information Governance expertise and experience.

We are looking to develop the right candidate's skills and knowledge whilst continually progressing through our training, on-the-job learning, and other development initiatives.

Employee progression is a key element of our business model, and we aim to develop this post for future succession planning.

### **Key Responsibilities**

As part of the role you will be responsible for:

- Ensuring the standardisation of information collation through to retention and ensuring access and use of records, documents and presentations are appropriate and up to date, retained appropriately and are made available to our teams and Director to support current and future business objectives.
- Keeping abreast of data protection developments, emerging information and knowledge of key GDPR related issues and legislation to assist the development of the wider information management services offered by the company.
- With supervision, conducting reviews on clients' information management practices and policies to produce coherent comprehensive reports for our Director. Where appropriate, to communicate with clients regarding GDPR and DPA updates in order to contribute to improving the company's ability to maintain client information management standards.
- Acting as a point of contact for information management collaboration and as a contact for latest updates from the ICO etc. and sharing and developing best practice within the company.
- Maintaining and producing performance information, records and spreadsheets (using a broad spectrum of IT systems and applications) in support of BLS information management business areas.
- Contributing to and participating in the creation and delivery (when appropriate) of guidance, training and operational procedures surrounding information management for the company.
- Support the Business Manager and Client Liaison Manager regarding appropriate marketing and advertising to ensure the company is maximising on potential growth, including social media management and community engagement.
- Providing an effective service to internal staff and external clients on all information management related activities, solving related problems, providing recommendations and outcomes to resolve issues and mitigate risks.
- Researching, reviewing, analysing and reporting on business management and assurance issues and identifying trends to improve our business model.
- Undertaking other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser graded post as directed by the Business Manager or Director.

## **Skills & Experience**

### Essential

- GCSE grade C or above, or equivalent, with a high standard of written and spoken English.
- Good knowledge of software, especially Microsoft and Adobe (Word, Excel, SharePoint, Teams).
- Proven and well evidenced ability to create good relationships with people.
- Excellent report writing, planning and organising skills and a proven ability to work under pressure, prioritising and dealing with conflicting demands in order to meet agreed deadlines.

- Experience in dealing with situations / deviations from normal office routine and the ability to problem solve to provide suggested resolutions quickly and effectively in order to mitigate risks or maximise opportunities. On occasions the ability to work at short notice outside of office hours.
- Good understanding of the principles of information and knowledge management and of document and records management.
- Good understanding of business processes in organisations, particularly as these relating to client service standards.
- Demonstrate an appreciation of end-user awareness with respect to developing systems and processes.
- Effective communication skills, including the ability to produce clear, concise and accurate written documentation.
- Be able to work as part of a team, taking direction and instruction from senior leaders within the company.
- Possess the ability to work on one's own initiative and experience of working under minimal supervision.
- Proven organisational and time management skills showcasing an ability to work calmly and precisely under pressure as well as to tight deadlines.
- Strong attention to detail and diligence in performing tasks.

### **Desired**

- Qualification in information handling or business studies or have demonstrable experience.
- Have previous experience of working in information or knowledge management.

The company is located at York Science Park, Innovation Centre, Innovation Way, Heslington, YO10 5DG. Whilst there are home working opportunities, please ensure you are aware of the travel required before applying.