**ROLE PROFILE**

**Job Title:** Information Governance and Communications Assistant  

**School/Department:** School of Health Sciences  

**Job Family and Level:** Administrative, Professional and Managerial Level 2  

**Contract Status:** Permanent  

**Hours of Work:** Full Time, 36.25 Hours  

**Location:** Various  

**Reporting to:** Information Governance and Communications Officer  

**The Purpose of the Role:**

The purpose of the role is to assist the Information Governance and Communications Officer and school, by providing support in areas relating to Information governance, quality and Internal Communications, efficiently and to a high standard.

The role will work within established procedures with minimum day to day supervision, to provide a range of services to agreed quality standards. The role holder will require a thorough understanding of relevant systems/processes of the working environment, gained through vocational qualification with work experience, or relevant work experience over some years. Role holders will organise their own day-to-day work to meet clear objectives. They will typically have specific responsibility for a clearly defined section or subsection of work and will be expected to deal with less routine queries/issues/requests, referring conflicts or more complex situations to the relevant person. Independence and initiative will be required to react to changing priorities and work circumstances, with scope to make decisions within clear parameters.

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<tr>
<th>Main Responsibilities</th>
<th>% time per year</th>
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<tbody>
<tr>
<td><strong>1. Service delivery and development</strong></td>
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Provide knowledge, skills and advice in relation in one or more of the following areas and deliver high quality services to a diverse community of staff and students:

- Records management
- Review and updating of Policies and Procedures
- Liaison with Student Services/External Relations and administration of work at the boundaries
- Committee servicing
- General support to academic staff
• General School administration

Receive and respond to enquiries from/to customers, including more complex queries, judging when to forward on to or involve others.
Recognise/understand impact of incidents arising and raise issues of concern where necessary to ensure appropriate resolution of enquires/issues.

Assist in creating and maintain relevant databases, spreadsheets and filing systems to ensure accurate and up to date information, where required and ensure information is accessible to those that require it.

Work flexibly across the School and Faculty to ensure peak periods are accommodated and the services are able to adapt with changing demands.

Keep skills up to date and develop competence through learning from colleagues and/or gaining experience of a range of work.

2. Information Governance support
Provide assistance to the wide number of areas under the remit of information governance, through established/routine processes, to agreed quality standards.

Provide administrative support and duties to the schools Validation and Review panel.

Provide assistance by taking on specific identified areas of work. Working with minimum supervision, prioritising and taking responsibility for routine information governance tasks.

Deliver relevant administrative activities in specific work area, ensuring an excellent level of service quality through attainment of agreed timescales and quality standards.

Gather and manipulate routine data so that others can interpret it or incorporate it into their own work.

3. Internal Communications and IT Resources support
Support internal communication activities and tasks.

Provide assistance by being responsible for processing IT resource requests, and undertaking maintenance tasks in relation to this area.

Provide assistance by supporting tasks in relation to the school intranets and to undertake general maintenance.

4. Planning, organising and liaison
Plan and prioritise own work activities, responding to work unit requirements, in addition to own responsibilities.

Support internal and external activities, collating and recording relevant information/documentation as requested.

Develop a network of contacts throughout own area, identifying who key individuals are, to support own work activities.

Communicate with customers and service users through established/routine connections as own section of work requires.

5. Any other duties appropriate to the grade and role

45%

15%

10%

5%
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<tr>
<th>Knowledge, Skills, Qualifications &amp; Experience</th>
<th>Essential</th>
<th>Desirable</th>
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| **Qualifications/ Education**               | • Educated to GCSE level, including Grade C or above in English and Maths, or hold vocational qualifications (NVQ 2-3) or equivalent, with some relevant experience.  
• Or significant experience in related area | • Advanced typing/secretarial skills – audio/shorthand. |
| **Skills/Training**                         | • Extensive IT knowledge (including Microsoft Office, Good IT skills, including knowledge of Microsoft Office, Email)  
• Excellent oral, written communication and interpersonal skills  
• Appreciation of the standards set for the conduct and output of the role.  
• Broad administrative experience and competent in routine processes and systems to support activities.  
• Planning and organisational skills, including the ability to prioritise work activities in response to differing needs of the School and deadlines | • Knowledge of web authoring  
• Knowledge of graphical and design applications  
• Knowledge of main university systems |
| **Experience**                              | • Experience of assessing and responding to non-routine work/situations  
• Ability to work independently to resolve queries and to provide and maintain a high level of service whilst working to deadlines.  
• Broad experience of manual processes.  
• Experience of working with complex documents  
• Experience of document/record management  
• Experience of supporting meetings/committees. | • Knowledge of the Quality Manual and University Procedures.  
• Knowledge of media formats. |
| **Statutory/Legal/Other**                   | • Accuracy, reliability, willing and adaptable to learn new skills and procedures as required by changing University procedures and legislation  
• Possess a commitment to delivering a high quality professional service to staff and students.  
• Flexible attitude to working hours at busy periods.  
• Able to work as part of a team. | • Awareness of University procedures and relevant legislation.  
• Awareness of accessibility and usability issues and of any legal restrictions placed upon electronic publishing |
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