



1. JOB IDENTITY

Post Title:	Information Officer	Service:	Health and Social Care
Section:	Business Services / Information Systems	Grade:	Tech H
Reports to:	Senior Information Officer		

2. JOB PURPOSE

- Provide information support service to the Integration Joint Board, Health & Social Care and Children's Services Management Teams, Strategic Development, other professionals, external agencies and the public.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Provide information services to the Integration Joint Board, Health and Social Care and Children's Services Management Teams, Strategic Development, other professionals, external agencies, members of the public on the impact of current policies and practice
- Prepare performance monitoring reports for submission to any of the above.
- Respond to requests for information under the Freedom of Information (Scotland) Act 2002 relating to Health & Social Care and Children's Services.
- Organise and maintain manual or computerised filing / record systems within the department.
- Represent the team/service at external meetings when required.
- Use specialist reporting applications (Business Objects/SQL) to identify gaps in statistical information and to inform the Business Systems Team of any recording issues and possible training requirements.
- Analysis of information, including externally provided data, to identify any quality assurance issues and inform service delivery and strategic planning.

4. QUALIFICATIONS AND TRAINING

- Essential:**
- Academic achievement to Higher National Certificate or equivalent transferable experience and skills
- Desirable:**
- Basic qualification in statistics, related computer software
 - Professional qualification in Information Management / Analysis

5. EXPERIENCE

- Essential:**
- Experience of analysing data
 - Proven experience of Microsoft Office with the ability to manipulate, extract and present information and accurately summarise documents
- Desirable:**
- Previous experience in local government, health, university, social care or voluntary agency settings

6. KNOWLEDGE AND SKILLS

- Essential:**
- Knowledge of research methods
 - Knowledge of query tools
 - Extensive knowledge and experience of Excel
 - Good written and verbal communication skills
 - Ability to work and interact with colleagues from a wide range of professional background
 - Customer-focussed with excellent organisational, interpersonal, communication skills with the ability to work under pressure to tight deadlines and predefined goals
 - Ability to organise own workload and take responsibility to keep personal performance and output to high standard when under time and workload pressure
 - Ability to establish, maintain and develop effective working relationships with operational teams, delivery partners and colleagues
- Desirable:**
- Knowledge or experience of Business Objects query tool
 - Understanding of producing/designing information for the public/professional consumption
 - Understanding and knowledge of health and social care services in Scotland
 - Knowledge and experience of Carefirst

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post.
Politically Restricted	Not applicable to this post.
Work Smart	This position is designated as a Flexible post as detailed on the Worksmart website - http://worksmart.aberdeenshire.gov.uk/

Agreed