

JOB REMIT

Role	Information Governance Manager	Team	Strategy
Reports To	Head of Private office	Directorate	Strategy
Responsible For		Budget	
Post Reference		Grade	6
Purpose of the Role			
<p>Manage effective correspondence handling arrangements including Mayor's Questions, correspondence and FOI requests. Overseeing collation, storage and co-ordination of centralised information and knowledge management including sensitive data.</p> <p>Ensure the effective working of the MOPAC Private Office operating collaboratively across team roles as necessary</p> <p>This role will coordinate public meetings to drive the implementation of the Police and Crime Plan. It will support MOPAC's objectives to reduce crime, improve confidence, and drive integration across the criminal justice system.</p>			
Main Duties and Key Accountabilities of the jobholder			
<ul style="list-style-type: none"> • Lead work on business process re-engineering of procedures for handling high volume accountability arrangements requiring cross-organisational contributions e.g. mayor's questions (up to 200 a month) FOI requests and other correspondence. • Responsible for handling complaints from the public and therefore have a thorough and up to date understanding of the organisation. • Act as Stage 1 Complaints Officer. • Manage mechanisms to centrally hold MOPAC's responses and to plan and prepare responses in accordance with short and long term timescales dependant on the timetable for provision of information. • Develop and maintain effective systems for receiving handling and managing the response to Mayor's questions, correspondence, Data Protection Act and FOI requests for MOPAC, tracking information for effective management. • Liaise with colleagues across MOPAC, the GLA and MPS to ensure the maintenance of high standards of consistency and timeliness in handling of Mayor's questions. • Provide knowledge across MOPAC on compliance with FOI requests ensuring that the organisation fully meets its obligations. • Contributing to the development of staff capability across MOPAC on handling complex questions, including providing specific support to the professional standards team on correspondence and complaints. • Contribute to the development, implementation and maintenance of MOPAC's knowledge management arrangements. • Contribute to the production and management of MOPAC's electronic records management project. • Work collaboratively with colleagues to deliver an efficient service from the Private Office • Manage MOPAC's document archiving function 			

Working Relationships and Contacts

The post holder will be required to develop and maintain effective working relationships across the GLA family, the Metropolitan Police and members of the public in particular.

Role Requirements

Significant experience or working knowledge of local government and / or parliamentary questions, FOI legislation and Data Protection Act. FOI practitioner certificate. Ability to work self sufficiently and to plan for known peaks in work on a monthly and annual basis. Excellent written and spoken English and demonstrable experience of formal written correspondence; strong administrative and organisational skills; working to tight deadlines and an ability to research and collate information.

Required Competencies

Setting Direction

1. Seeing the big picture - Be alert to emerging issues and trends which might impact or benefit own and team's work
2. Changing and improving - Find ways to improve systems and structures to deliver with more streamlined resources
3. Making effective decisions - Identify a range of relevant and credible information sources and recognise the need to collect new data when necessary from internal and external sources

Engaging People

4. Leading and communicating - Take opportunities to regularly communicate and interact with staff, helping to clarify goals and activities and the links between these and departmental strategy
5. Collaborating and Cross Team Working - Readily share resources to support higher priority work, showing pragmatism and support for the shared goals of the organisation
6. Building capability for all - Identify and address team or individual capability requirements and gaps to deliver current and future work

Delivering Results

7. Achieving outcomes - Consider alternative ways of working with stakeholders and contractors to identify more efficient outcomes, balancing cost, quality and turn-around times
8. Delivering value for money - Recommend actions to achieve value for money and efficiency
9. Managing a quality service - Develop proposals to improve the quality of service with involvement from a diverse range of staff, stakeholders or delivery partners
10. Delivering at pace - Take responsibility for delivering expected outcomes on time and to standard, giving credit to teams and individuals as appropriate

General Responsibilities

- To adhere to MOPAC's Equality & Diversity and Equal Opportunities policies in all activities.
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with MOPAC Health and Safety policies.
- To work in accordance with data protection policies and adhere to Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected.