

Role profile

Job Title:	Children's Services Records Officer	Grade:	6
Department:	Children and Families	Post no.:	33429
Directorate:	Children, Adults and Public Health	Location:	Perceval House

Role reports to:	Deputy Business Support Manager
Direct reports:	None
Indirect reports:	MOSAIC Users across Children and Families

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To support the Information and Records management function to maintain effective systems for electronic and paper records management within the department.
- To ensure compliance and monitoring of records management procedures and practice, ensuring the accurate application of Retention policies.
- To provide an efficient and effective business support service to the Information and Records Management function, ensuring the delivery of a responsive service by reacting to and meeting a range of fluctuating pressures and daily demands by adhering to strict deadlines and targets.
- To support and work with all the teams across Children and Families, by creating and maintaining new and existing files and updating the records database.

- To be responsible for archiving all paper files within Children's services adhering to the relevant retention regulations and GDPR requirements.
- To locate archived records within Children's services as and when required by staff, service users and other agencies.
- To maintain a comprehensive and effective archiving system for both Adults and Children's files across the directorate, liaising as required with the Registry, area offices and other off site storage facilities.
- To coordinate Access to Records requests for Children's services liaising with relevant Heads of Service and the Data Protection team, ensuring the requests are processed within timescales and ICO requirements.

Key accountabilities

- To carry out all duties and responsibilities with due regard to the Council's Equalities & Diversity Policy, Health & Safety, Customer Care requirements and within all legislative, regulatory and departmental policies
- To prioritise work as necessary to meet the deadlines of the section creating new files and updating the records databases keeping staff informed and updated.
- Responsible for liaising with internal and external archiving and storage facilities ensuring records are properly maintained and that files are stored and retrieved accurately and within timescales maintaining a proper audit trail of all movements of files.
- To deal with requests for access to records within specified time limits reconstituting microfiches into paper files and passing the paperwork onto the appropriate officer who will respond to the customer's request.
- Responsible for ensuring that old volumes of files are scanned as required, and all incoming documents are scanned onto the electronic data image processing system, ensuring the documents are correctly indexed to the correct file.
- Responsible for engaging and liaising with partner colleagues, such as Police, other Local Authorities, and independent Reviewers to ensure files can be retrieved and reviewed as required, being the first port of call for all enquiries.

- Responsible for devising and maintaining a robust monitoring, logging and recording system for all files, to ensure a thorough audit trail at all times, in line with all data retention and GDPR policies and regulations.
- Responsible for providing reports to Senior Managers as requested on numbers/progress of SARs underway – giving detailed updates as required.
- To interrogate data systems to retrieve collate complete records pertaining to individuals as when required
- To maintain MOSAIC in an operational standard by updating details according to information received.
- To support the Information and Records Team in improving data quality on MOSAIC, by providing an advisory role to colleagues on the changes to MOSAIC to improve data capture, reporting and performance improvement.
- To provide cross cover as required to the Statutory Check Co-ordinator and Information and Records Officers within the team.
- Responsible for driving a robust information and records management culture in line with service requirements and help embed this within the service.
- To assist teams in updating MOSAIC with missing exceptions and to work with the department's performance management team in producing government statistical returns.
- To maintain the integrity of MOSAIC by merging duplicate records, deleting incorrectly uploaded documents and case notes. Ensuring agreed processes and protocols are followed when carrying out administrative activities.
- To setup, assist and participate in data cleansing projects, supervising and directing workers where required.
- To provide exception reporting generated from cross-departmental databases, and to provide analysis of statistical information.
- To arrange for new workers to be set up on the Council's network and all necessary systems needed to effectively conduct the full remits of their duties including issuing and recovery of team equipment in line with Children's Services starters and leavers policies.

- To adhere to excellent customer services standards when dealing with telephone, face-to-face and written communications. To ensure that all communication is appropriately referred to team members and managers particularly where deemed to require immediate attention.
- To regularly produce management information reports from MOSAIC.
- To operate within the legislative framework applicable to the council and department, ensuring policies and procedures are adhered to.
- To carry out any broadly similar duties from time to time as may be required

Key performance indicators

- All generic departmental Performance Indicators that are published periodically

Key relationships (internal and external)

- Children's Services Business Support Teams
- Children's Services Senior Management Team
- Adults Services – Business Management Team
- Adults Services - Records and Administrative Officers and Admin officers
- MARCOMMS – Web Services
- MOSAIC Support Team
- Strategy and Performance Management Team
- Children's and Adults Social Care Training team

Authority level

- People – To lead the User Support Group forum when necessary
- Policy – To help review the working Business Rules for the department
- Finance - None

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Ability to communicate effectively and deal with members of the public, staff, partners and other agencies in line with the Councils Customer Care Procedures and within the Councils Equality and Diversity framework.
2. An understanding of Children's Services business processes and associated information management protocols and how these are represented on the client index (MOSAIC).*
3. Ability to participate in projects/team based activities.
4. Ability to devise, monitor and manage a robust electronic filing system.
5. Ability to meet tight and conflicting deadlines; ability to prioritise and manage a varied and demanding workload.
6. Ability to understand and interpret relevant policies, procedures and legislation and to communicate this information effectively to other professionals.
7. Ability to support staff in the correct use of MOSAIC and identify any training needs.*
8. The ability to review current processes and make recommendations on more efficient working practices.
9. Knowledge and understanding of the need to maintain confidentiality, Data Protection legislation and regulations, the Freedom of Information Act and other relevant strategic information management issues within a social care context.*

Essential qualification(s) and experience

1. Experience of having worked on MOSAIC
2. Significant administrative experience in a fast-paced office environment

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards