

A Day in the Life.....

Business Support Officer (Business Development & Information Management)

This is a business support role within Environment supporting the Business Development & Information Management Team. It is based at Flint Street in Fartown.

The duties are extremely varied. You will determine the daily priorities, to ensure that responses to Freedom of Information, Environmental Information Regulation, and Subject Access Requests are collated and passed to The Information Governance Team for sending to the applicant before the deadline date.

You will use a variety of systems including an Information Access Requests database, Excel spread sheets to record and manage the requests, and Adobe Acrobat DC to remove personal information from documents. In this role, confidentiality is paramount, as you will have access to sensitive personal information.

The work will involve maintaining accurate and detailed records, collating responses, and working to daily deadlines. You will use electronic files, templates, spread sheets, databases, and Outlook mailboxes. Confidence in using Excel is essential so that you can monitor the status of each request and produce statistics and management information. Other administrative duties include Word processing, collating responses, archiving files, and redacting.

You will liaise with other departments across The Council including The Information Governance Team, and the Directorates of Environment & Climate Change, and Growth & Regeneration. A large part of your time will be spent chasing responses. On a daily basis you will communicate (by email, telephone, instant messaging, and in person) with staff from across all levels of The Council including officers, Heads of Service, and Strategic Directors.