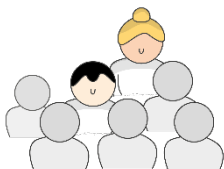




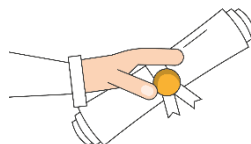
APPLICATION PACK

Information Governance Records Officer

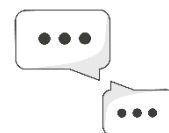
Recruiting



Training



Supporting



Improving outcomes for children and young people

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INTRODUCTION FROM THE NATIONAL CONVENER



Dear applicant,

Thank you for expressing an interest in working with Children's Hearings Scotland.

As an organisation that works within the Children's Hearings System, we are passionate about making a positive contribution to improving the outcomes of Scotland's children and young people.

Our vision is of a hearings system where everyone works together. This makes sure that all children and young people are loved, cared for and protected and that their views are heard, respected and valued. We are currently rolling out a range of projects that will see us transform the way we work, helping us to achieve our vision. It is a truly exciting time to join Children's Hearings Scotland.

It is an enormous privilege to lead this organisation and we are committed to shaping a modern Children's Hearings System that meets the needs of Scotland's children and young people.

Good luck with your application.

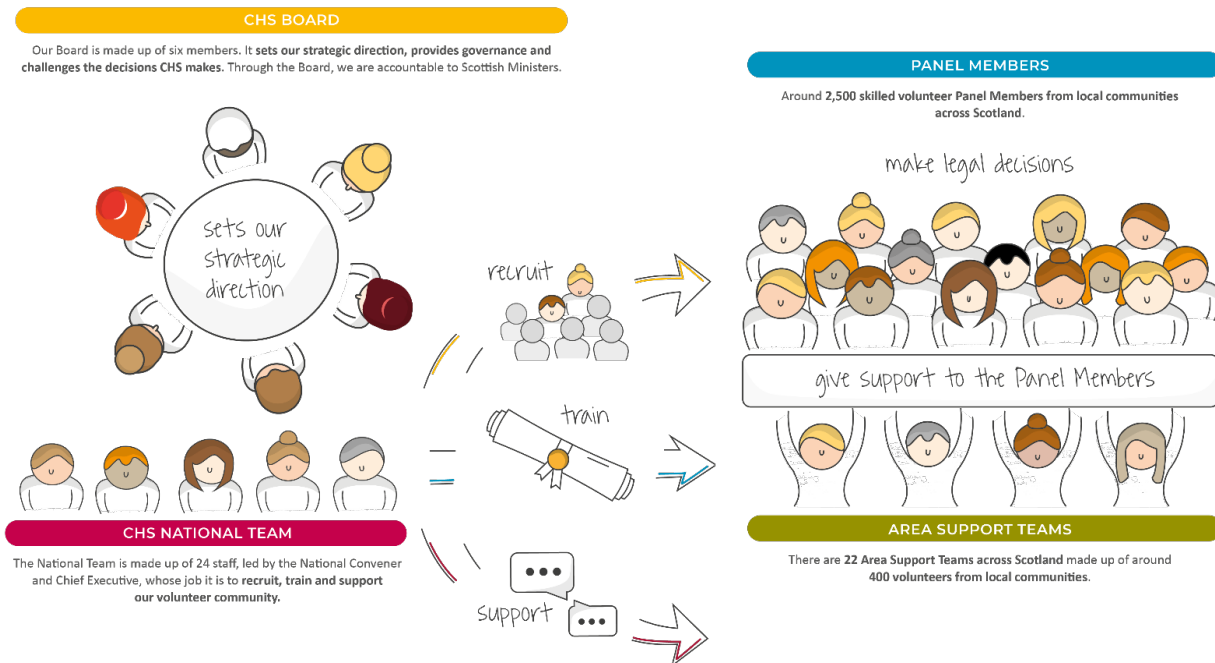
Elliot Jackson
National Convener and Chief Executive Officer



ABOUT US



Children's Hearings Scotland recruits, trains and supports around 2,500 skilled volunteer Panel Members who sit on children's hearings and make decisions with and for vulnerable children and young people across Scotland.



OUR VISION



Our vision is of a Children's Hearings System where everyone works together, making sure that all children and young people are loved, cared for and protected and their views are heard, respected and valued.

OUR VALUES



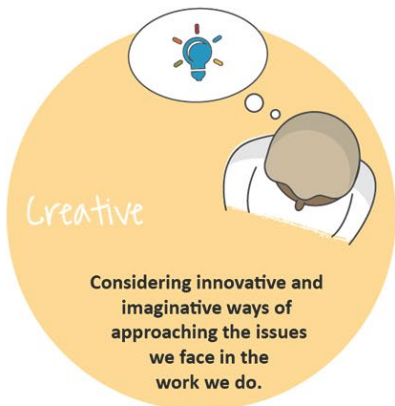
Our values sit alongside our vision and mission and are threaded throughout everything we do.



Child centred
Making sure everything we do is in the best interests of children and young people.



Challenging
Not being complacent, but questioning ourselves and others to help us improve.



Creative
Considering innovative and imaginative ways of approaching the issues we face in the work we do.



Fair
Making sure that everyone is treated with dignity and according to their individual needs; that our information and services are accessible to all; that we provide a consistent level of service to all.



Open
Listening, responding to and learning from feedback; acting honestly; ensuring processes are transparent; sharing information and being accountable for our actions and decisions.



Respectful
Treating children, young people, their families, partners and each other with care and consideration.

COMPLETING YOUR APPLICATION



Thank you for your interest in joining our team at Children's Hearings Scotland. We are also known as CHS.

This application form has been designed to ensure compliance with legislation and best practice. The processing of all information will be in accordance with the requirement of the Data Protection Act 2018. The information you provide on your application form will only be used as part of the selection procedure and for any subsequent employment administration if your application is successful.

For further details on how your information will be handled please refer to our [privacy statement](#). If any part of the form is unclear, please contact us at jobs@chs.gov.scot.

We are striving to be an equal opportunities employer with a diverse workforce which is representative of the population we serve. We are committed to embedding a culture of equality and diversity into our organisation and ensuring that all job applicants and employees are treated fairly, without discrimination because of age, disability, gender reassignment, marriage or civil partnership status, pregnancy and maternity, race, religion or belief, sex, sexual orientation or any other factor.

At the end of the application form you will find our Equal Opportunities Monitoring Survey which is intended to assist CHS in maintaining equal opportunities best practice and in identifying equality barriers for job applicants. We would be grateful if you would complete it.

Employees of CHS are required to adhere to a detailed Staff Code of Conduct. Key principles in this are that staff:

- act in the best interests of CHS
- are honest
- are selfless
- have integrity and respect

Prior to employment, all applicants will undergo pre-employment background checks in line with the Scottish Government's Baseline Personnel Security Standards.

We may contact previous employers, educational providers, fraud prevention bodies, local authorities and government agencies as part of this process. We may also use background screening companies.

Guidance on filling in the online application form

The form has been designed to help both the applicants and our resourcing team process applications quickly, efficiently and on a variety of devices. This application can be accessed on any device.

The application sections are detailed below. We advise you to read over them and have your information prepared on separate document you can cut and paste from, such as your CV or covering letter. Once you start the application, you will not be able to save it and return to complete it at a later stage.

CHS does not accept CVs. Please ensure you include all relevant information on this form.

Section 1

- **Personal Information:** Please note that only your surname is required in full. Give only the initials of your first name(s).

Section 2

- **Education and Training:** This section asks about your education and job-related training. Please give us enough details to assess your attainments in relation to the post for which you are applying.
- Continue on a separate sheet if necessary. We need a minimum of three years' job-related or education history.

Section 3 to 7

- **Work Experience:** This section asks about your work experience with a separate section for each relevant role. We have supplied space for your post recent post as well as four previous roles.
- Please give as much detail as you feel gives us an accurate picture, both about the type of work you are/were doing and the responsibilities you have or have had. Please start with the most recent and share dates where possible.

Section 8

- **Supplementary Information:** Please detail any further experience or information relevant to the post for which you are applying, considering the information you have been given about the post, for example the job description or person specification. Try to ensure you are clear about how you meet the essential criteria listed.

Section 9

- **General Information:** You are asked to tell us if you are related to any member of CHS's staff or Board. This is to ensure compliance with CHS's Code of Conduct Policy.
- You are asked to tell us if you are currently eligible for employment in the UK. This is so that we can ensure compliance with the Immigration Act 2014, Asylum and Immigration Act 1996 and Immigration, Asylum and Nationality Act 2006 which requires organisations to ensure individuals to whom they are offering employment have permission to work in the UK. Please visit www.gov.uk/check-uk-visa if you are unsure of your status.
- If you are invited to interview, you will be required to produce such evidence.
- CHS works with vulnerable persons under the age of 18 and we are required by The Protection of Vulnerable Groups (Scotland) Act 2007 to ensure that all of the staff we employ are suitable to work with persons under 18 or with their data. CHS is also an exempted body for the purposes of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.
- CHS is required to take into account, prior to offering employment, any information of any spent and unspent convictions that may be relevant to the post for which you are applying. No unconditional offer of employment will be made until a satisfactory Protecting Vulnerable Groups (PVG) clearance has been received.
- If you are the successful candidate for the post, you will be asked to complete a pre-employment health questionnaire. This questionnaire will be screened by CHS' Occupational Health Provider, who may ask you to attend for consultation.
- Formal offers of employment will be made once CHS' Occupational Health Provider has assessed the individual as "Fit to work" and where appropriate any reasonable adjustments have been implemented.

Section 10

- **References:** We request three professional references. References will only be taken up if you are short-listed. Please indicate if you do not wish your referee(s) to be contacted at this stage.
- Please note that no unconditional offer of employment will be made until satisfactory references have been received.

Section 11

- **Declaration:** You are asked to declare the information you provided is true to the best of your knowledge. If you have any questions or concerns please contact us at jobs@chs.gov.scot.

Section 12

- **Equality Monitoring:** The information in this survey will be used for monitoring purposes only. Your responses are voluntary but the more information you supply, the more effective our monitoring of responses will be.
- This information will only be viewed by the CHS Resourcing Team and is not connected to your application form and will not be used to identify you. It will not be seen by anyone involved in interviewing or shortlisting and will be stored securely in line with the principles of the Data Protection Act 2018.
- Monitoring will help to improve our recruitment processes and enable us to be as inclusive an employer as possible.
- Please select the most applicable option in the questions and complete the open boxes where relevant. We would be grateful if you would fill in this survey.

APPLICATION FORM



<https://forms.office.com/e/a29kk00fn9>

JOB DESCRIPTION



Reports to	Information Governance & Data Protection Officer
Direct reports	N/A
JD last updated	June 2023
Role last evaluated	

OVERVIEW OF ROLE

To support Children's Hearings Scotland with records management, data protection and information governance services and provide statutory information request services to the public and external enquirers.

This includes supporting the Information Governance & Data Protection Officer as the main point of contact for regulators, colleagues and the CHS Community on data protection matters. The post holder will monitor compliance with data protection legislation and the Freedom of Information (Scotland) Act and proactively advise on compliance issues, ensuring that records are retained of all processing activities and, following the principle of data protection by design, support staff with the completion of Data Protection Impact Assessments.

OPERATIONAL ACCOUNTABILITIES

The post holder will provide support to the Information Governance and Data Protection Officer in their information and data management roles.

The post holder will support the Information Governance and Data Protection Officer in providing on-going evidence of compliance with the statutory requirements as set out in the PRSA, by contributing to the review and development of key record keeping policies and procedures, as identified in the National Convener and CHS' Records Management Plan. They will support CHS' effective operation by carrying out internal records management activities.

The post holder will be involved in the development of a range of CHS activities by ensuring projects and processes have IG requirements built into their design. They will support the Information Governance and Data Protection Officer in identifying information risks and incidents, including personal data breaches, and managing their investigation and resolution.

CORE ACTIVITIES

- Provide advice and guidance to members of the CHS National team, Board members, the CHS volunteer community and local authority Clerks on IG issues, including statutory and regulatory compliance
- Provide a proactive and solution-focused approach to records management and data security which supports business needs
- Deliver responses to statutory requests for information, including Freedom of Information Requests, Subject Access Requests, and other statutory information requests, and answer enquiries about CHS information
- Support the Information Governance & Data Protection Officer with information security incident management, including providing support with recording, investigating and reporting of information security incidents and vulnerabilities as well as implementing policy changes following an incident
- Support the Information Governance & Data Protection Officer by ensuring that appropriate safeguards are in place for data sharing within the organisation
- Carry out internal records management activities, such as retention review and destruction, and maintenance of the Information Asset Register
- Support the Business Operations and Governance Manager with the identification, assessment, reporting and management of risk in relation to all aspects of IG including contributing to the regular review of Risk Registers
- Assist in ensuring that CHS' records management practices are compliant with the requirements of the Public Records (Scotland) Act and meet the needs of our staff and volunteers
- Support the Business Operations and Governance Manager in auditing compliance with IG policy and practice and the preparation of reports to the Senior Leadership Team, CHS Board, and Audit and Risk Committee
- Support CHS' development of information, training and guidance for staff and the volunteer community
- Work with partner organisations as required to support CHS and Children's Hearings information governance arrangements
- Deputise for the Information Governance & Data Protection Officer when required
- In the spirit of positive team working, willingly lend support to colleagues and members of our volunteer community when possible, in their times of pressure and demand.
- Contribute to major CHS work programmes and projects
- Proactively explore ways to continuously improve the effectiveness of your role to support the delivery of CHS' outcomes
- Undertake other work as may be required, which is consistent with the nature of the job and commensurate with its level of responsibility

PERSON SPECIFICATION



PERSONAL EFFECTIVENESS COMPETENCIES

COMPETENCY AREA	KEY SKILLS
Teamwork and Collaboration	<ul style="list-style-type: none"> Effectively initiates dialogue across teams, levels, departments recognising that we have a shared responsibility to provide the best experience for our colleagues and wider stakeholders Recognises the value of every contribution and area of expertise within the organisation. This includes building links and networks across teams (internally and externally) Creates a supportive team environment by listening and responding to others and creating opportunities for innovation and generation of ideas and actions
Communication	<ul style="list-style-type: none"> Good written and verbal communication skills Ability to communicate effectively in 1:1 and group settings Ability to adjust communication skills to meet the needs of the recipient
Personal Integrity	<ul style="list-style-type: none"> Encourages and supports open two-way communication Is motivated by values and getting on with the job Shows resilience that enables the team to perform to the highest standards

FUNCTIONAL/TECHNICAL COMPETENCIES

COMPETENCY AREA	KEY SKILLS
Computer literacy	<ul style="list-style-type: none"> Good level of proficiency with Microsoft Office (Outlook, Word, Excel, and PowerPoint)

TRACK RECORD/EXPERIENCE

- Track record of working with and understanding of relevant information governance legislation relating to data protection, the freedom of information regime and public records legislation, including UK GDPR, Freedom of Information (Scotland) Act, and the Public Records Scotland Act
- Track record of communicating complex information to a range of audiences (including to senior management and Boards) both through written reports and presentations
- Track record of working with and understanding of the importance of confidentiality and information governance security principles

- Experience of effectively working alongside paid staff and volunteers with a good understanding of the differences between and challenges facing each group
- Evidence of relevant Continuous Professional Development
- Experience of working in an information governance-related role
- Experience of managing complex tasks and delivering to strict deadlines with competing priorities and demands
- Experience of handling confidential and sensitive information, and the ability to advise others on this
- Experience of working in a records management role
- Demonstrable project management experience is desirable
- Experience of building information governance into digital and management information systems is desirable
- Experience of working in a national organisation is desirable
- Experience of effectively working alongside paid staff and volunteers with a good understanding of the differences between and challenges facing each group is desirable
- Experience of working in a Non-Departmental Public Body is desirable

EDUCATIONAL ATTAINMENT/ QUALIFICATIONS

Qualified to degree level or higher in a relevant discipline, or equivalent experience.

PROFESSIONAL BODY MEMBERSHIP

N/A

OTHER REQUIREMENTS FOR THE ROLE

N/A

Thank you for your interest in this position.