Job Description
Details of a current vacancy in the House of Lords. To apply for this post, please ensure you complete all sections of our online application form found at http://www.parliament.uk/about/working/jobs/

Job Description

Job title
Assistant Information Manager

Reference number
2034

Office
Parliamentary Knowledge and Information

Grade
HL5

Starting Salary
£31,000

Term
This post is permanent.

Scope of the job

Background
We are recruiting for an Assistant Information Manager to join Parliament’s Information and Records Management Service (IRMS). We are looking for someone highly motivated who can work on their own initiative, manage competing priorities and engage confidently to help deliver high quality information management services and advice to colleagues across the organisation.

The position is a good opportunity for someone who is interested in pursuing a career in the information management sector. It would suit someone with strong organisational and communication skills who enjoys learning new digital systems and is looking to develop their understanding of information management concepts and apply this practically.

As one of two Assistant Information Managers, the postholder will advise and support staff in implementing information management best practice, acting as a main point of contact for the team’s helpline. You will develop practical solutions to customers’ information management challenges, including managing access permissions in SharePoint, adhering to disposal policies, document storage and retrieval, and applying the Parliamentary Protective Marking Scheme.

Full training will be provided to the successful candidate. Financial support can be offered to those enrolled on or seeking to enrol on an agreed postgraduate Information Management distance learning programme at an accredited institution for the period of employment, up to a limit of 80% of course fees.

This post is based in IRMS, a team of 13 staff within Parliamentary Knowledge & Information (PKI). PKI sits within the House of Lords but is a bicameral service and supports both the Lords and the House of Commons. We support staff to develop the skills and knowledge they need to manage information by providing
training, guidance, and advice on matters relating to physical and digital records, secure information management and access, and how to embed effective information management into digital systems and everyday processes. With digital colleagues, we also manage the use of Microsoft 365, helping to set up and design SharePoint sites and MS Teams.

We are part of a network of information, data and security professionals across Parliament. Working in partnership, we help staff to better manage, secure and re-use their information, meet statutory obligations and manage information risks. Within the team, we have created an inclusive and welcoming environment where we celebrate each other’s successes and are able to share ideas, ask questions and communicate openly.

We pride ourselves on the quality of the services and support we provide, and to this end place great importance on investing in our professional skills and knowledge. We’ll help you reach your full potential, providing access to relevant training and learning opportunities, and challenging opportunities.

This is a particularly exciting time to join us. Parliament’s new Information and Digital Strategy for 2024-2027 includes a commitment to treat data and information as a vital asset, ensuring we manage, share, protect, value and maximise the potential benefit from our data and information to transform how we work. Priorities for the team in the coming year include:

- refreshing Parliament’s Protective Marking Scheme to support improvements to the security of Parliament’s sensitive information.
- developing industry-leading processes for the transfer of digital archival information from SharePoint to our digital repository.
- helping improve colleagues’ information literacy and awareness.
- proactive monitoring of local use of SharePoint, supporting teams to make improvements in line with information management best practice.
- overhauling existing processes to implement disposal in line with retention policies ‘at scale’, and reduce Parliament’s digital heap.

Our offices are physically located in central London, but we operate a flexible, hybrid working model.

Main objective

On a typical day in this role, you’ll be monitoring enquiries via our email inbox and picking up phone calls from staff, acting as a first point of contact and answering questions on a variety of information management topics. Other areas of your work will include drafting communications and guidance on information management topics, putting together statistics on the team’s work, leading induction meetings with newly appointed Record Officers, and helping teams across Parliament manage their SharePoint sites.

You’ll also be able to explore your professional interests and get involved in supporting team projects, which might include policy development, communications campaigns, engagement or technical exploration and configuration. You will also work with colleagues on transferring hard copy and digital information to the Parliamentary Archives for permanent preservation.

Key internal and external relationships

Your key contacts outside the team are our customers/clients – the staff to whom you will deliver information management advice and services.
you to do this, you will work closely with:

- The team’s other Assistant Information Manager, collaborating and dividing work as required.
- The team’s Information Management Assistant, who manages some of the team’s enquiries.
- The Record Officer network (approx. 500 staff across the organisation with local responsibility for information management in their team)
- Staff of both Houses.
- Colleagues in the Parliamentary Archives and the Archives Relocation Programme.
- Parliamentary Digital Service (PDS), particularly the Productivity and Collaboration team (technology product owners of Parliament’s Microsoft 365 tools).

NB the IRMS provides services to the administrations of both Houses only, not to Members of Parliament, Members of the House of Lords, or their staff.

Main responsibilities

Line management and budgetary responsibilities

This post has no line management or budgetary responsibilities.

Other responsibilities of the post

- Monitor IRMS’ email inbox and phone line to respond to staff’s information management queries. Troubleshoot questions relating to Microsoft 365 (including SharePoint and Teams) and the overall application of information management policy and best practice, escalating complex queries as necessary.
- Monitor and report on enquiry levels and trends, through weekly updates and monthly and quarterly statistics reporting.
- Secure authorisation for and carry out disposal of information in SharePoint.
- Monitor information management compliance in SharePoint, taking proactive action to address issues in line with processes.
- Support research and work to agree changes required to Parliament’s Classification Scheme and retention schedules.
- Draft information management communications (including emails, newsletter articles, etc) and guidance.
- Support the development and delivery of classroom and virtual training and briefings.
- Support Record Officers (newly appointed and experienced) through conducting 1-to-1 support check-ins.
- Any other duties that may reasonably be required.

Person specification
The qualifications required for the post are:

| No formal qualification is required for this post. |

The knowledge, skills and experience required for the post are outlined below. Each element will be assessed in the examples you provide in your application form. Should you be shortlisted these areas will be assessed in more depth at interview and, if appropriate, in a test.

**Our Values**

The House of Lords Administration has four values: respect, inclusivity, professionalism and responsibility. Our behaviours sit alongside our values, translating them into day-to-day actions and demonstrating how we bring our values to life. They outline what we can expect from each other at work and ensure we all play our part in building an inclusive and respectful workplace culture.

The values and behaviours are applicable to everyone who works for the House of Lords. As colleagues and representatives of the Administration, everything we do and say counts.

The post holder will be expected to operate in line with the House of Lords workplace values which are:

- **Respect** - We treat people with respect and expect to be treated with respect.
- **Inclusivity** - We embrace and value difference and diversity — whether from a person’s race, gender, other characteristics, background or experience.
- **Professionalism** - We aim for and value a high level of skills and expertise. We act with integrity and openness, putting public service first.
- **Responsibility** - We take ownership of our work and actions. We hold each other to account, take appropriate risks and continue learning.

**Competencies:**

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<td><strong>Information management knowledge</strong></td>
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<td>• An awareness of information management principles and legislation (such as GDPR and FOI) with the ability to translate these into practical advice.</td>
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| **Problem-solving and Accuracy** |
| • Ability to interpret requirements and investigate problems to offer practical solutions to customer queries, with close attention to detail and a focus on accuracy. |

| **Organisational Skills** |
| • Strong organisational skills, with experience of managing multiple tasks concurrently, reassessing priorities as new tasks are received and managing one’s own time, while keeping to schedules and meeting deadlines. |

| **Communications and Engagement** |
| • Strong written and verbal communication and engagement skills, including the ability to explain issues in a way that is understandable and meaningful to the target audience. |
**Customer Service and Collaboration**
- Strong customer service and collaboration skills with the ability to work inclusively and flexibly with customers and colleagues, including delivering difficult responses diplomatically when necessary, taking account of others’ views and maintaining an environment of trust and respect.

**Digital Skills**
- Excellent all-round digital skills and the ability to grasp technological procedures and processes rapidly.

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**Terms and conditions**

**Salary and allowances**
The post is paid in accordance with House of Lords grade HL5 (£31,000 per annum). Pay increases usually depend on performance as assessed in annual performance reviews, up to the current band maximum of £34,600. Salary is paid monthly by bank transfer.

**Probation**
There is a probationary period of six months.

**Term and hours**
The post is permanent and is for 36 hours per week (excluding break-time).

Consideration will be given to candidates expressing a wish to perform the role on a flexible working arrangement such as those set out below:
- Compressed hours.
- Home working (2-4 days a week).
- Remote working.

**Benefits**
As an employee of the House, you will be entitled to our benefits such as a season ticket loan, a Parliamentary Health and Wellbeing Service, including access to a dedicated Employee Assistance Programme and many more. Full details can be found on our Employee Benefits page.

**Pension**
The House of Lords participates in the Civil Service Pension Schemes. As an employee of the House, you will be entitled to join one of these highly competitive pension scheme arrangements.

**Annual leave**
Annual leave entitlement is 30 days (increasing to 35 days after one year's service) plus public and bank holidays.

**Inclusion and Diversity**
The House of Lords Administration is committed to increasing diversity and maintaining an inclusive workplace culture. We welcome applications from all candidates regardless of their age, caring responsibilities, disability, gender/sex, gender reassignment/trans status, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation and socio-economic status. The Administration will also consider flexible working arrangements and reasonable adjustments.
We welcome and encourage job applications from people of all backgrounds. For this role we particularly welcome applications from groups which are currently underrepresented within the team, including applications from Black, Asian and ethnic minority candidates and candidates with disabilities.

**Pre-appointment checks**
For external candidates, appointment depends on satisfactory references, health and security checks and where necessary proof of qualifications.

Successful candidates’ publicly open social media profiles will also be checked under this stage of the process and information obtained may be used to review suitability for the job role.

**Baseline Security Standard**
The House of Lords (along with all government departments) has to comply with a Baseline Security Standard. The standard requires that we ascertain the identity of the applicant, their right to work in the UK, their employment or academic history over the last three years, and their address history over the last three years.

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Security Check (SC) level. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years, they are not eligible for vetting. Please see the National Security Vetting booklet for further information.

In addition, applicants are required to give a reasonable account of any significant recent periods of time (more than six months) spent abroad. Applicants who have been unemployed or self-employed for over six months in the last three years (whose last three years’ employment/academic history are not covered by references) will be asked to provide further documentation to prove their history.

**Returning your completed application**
Please complete your online application by 23:55 on Sunday 21st July 2024.

If you require any reasonable adjustments during the application process, please contact hlrecruitment@parliament.uk

**Telephone enquiries**
If you wish to find out more information about this post, please contact Rosemary Reynolds on 0207 219 8670.

No recruitment agencies please.