

Business & Enterprise North East		
JD111	Information Officer (UKTI) Job Description	
Version: 1	Issue Date: 1 February 2010	Page 1 of 2

Job Description

Job Title:	Information Officer (UKTI)	Division:	Information
Job Holder:		Band:	£20,000 - £25,000

Role Information

<u>1 Purpose of Job</u>	
<ul style="list-style-type: none"> • To support the creation of a Virtual Centre of Excellence for International Trade within the Business Link website. • To diagnose enquiries from proposed and existing businesses, referring or answering enquiries as appropriate • To gather, store and utilise information through a dedicated information service for UKTI customers 	
<u>2 Scope of Job – Main Responsibilities</u>	
Underpinning all of the responsibilities below is the role of providing support and assistance across the Information Department, with an expectation of flexibility in undertaking responsibilities in keeping with the needs of the business.	
Information Handling - handling and responding to enquiries for information and services	
<ul style="list-style-type: none"> • Detailing incoming information requests from customers and internal colleagues via a dedicated information sourcing tool, the Service Knowledge Tool (UKTI) • Carrying out an initial diagnosis to identify the level of service required and take the appropriate action • Sourcing accurate information in a timely manner using hardcopy sources, computerised systems and relevant contacts, and maintaining on Service Knowledge Tool • Verifying accuracy of information with external providers, meeting providers where appropriate • Responding effectively and professionally to requests, normally through internal contacts (Relationship and Account Managers) or direct to customers • To source and filter registration lists for the Service Knowledge Tool, and liaise with a Operational contacts to track the customer queries 	
Project Management - leading and supporting departmental and role related projects	
<ul style="list-style-type: none"> • Ensuring knowledge is kept up to date on new initiatives and projects being undertaken by the organisation • Lead role in role specific projects to ensure the proactive application and interpretation of information across the organisation and for customers • Proactively supporting projects within the team, ensuring cross-functional knowledge development 	
Information Development - ad-hoc support of administration related tasks	
<ul style="list-style-type: none"> • Assist in the collection and distribution of information primarily through the core Customer Relationship Management • Tracking of information provided by effective maintenance of the Customer Relationship Management database • Developing and delivering training for operations colleagues on information database use • Filtering of external calls and re-direction as necessary • General Administration and ad-hoc administrative and supporting tasks 	

This Document is controlled electronically and shall be classed as an uncontrolled copy if printed. It shall only be classed as "Live" on the date of print. Please refer to the system for the most up to date version.

Business & Enterprise North East		
JD111	Information Officer (UKTI) Job Description	
Version: 1	Issue Date: 1 February 2010	Page 2 of 2

3 Position within Organisation

- The role reports to the Business Intelligence Manager in the Information Division. There are no roles reporting into this role
- Close liaison with internal customers frequent, such as Business Support Advisers and Business Advisers. External interface with information and service providers is required for verification and checking purposes.

4 Dimensions & Limits of Authority

- There is no budget responsibility associated with the role. Impact and influence of the role is limited to customer satisfaction feedback

5 Summary of Knowledge, Skills and Experience

- A good level of basic education is required, ideally gained through A level qualification or further formal qualification and training
- Knowledge of business related information sources, or librarian knowledge base would be desirable
- Experience in an information sourcing role is essential, with proven capability to communicate information effectively
- Computer literacy, with experience of customer database software is essential and knowledge management systems is desirable

Key competencies and expected level of performance.

<u>Core Competencies</u>	<u>Required level of performance</u>	<u>Optional Competencies (Role Specific)</u>	<u>Required level of performance</u>
Building and Enhancing Relationships	2	Developing Capability	N/A
Communication Skills	2	Environmental and Organisational Awareness	2
Customer Focus	3	Innovation and Creativity	2
Decisiveness	2	Leadership	N/A
Drive for Achievement	2	Resource Planning and Organisation	N/A
Flexibility and Adaptability	2		
Influencing Others	2		
Personal Planning and Organising	2		
Team Working	3		



**Project Part-Financed
by the European Union**

**European Regional
Development Fund**

2007 - 2013

This Document is controlled electronically and shall be classed as an uncontrolled copy if printed. It shall only be classed as "Live" on the date of print. Please refer to the system for the most up to date version.