

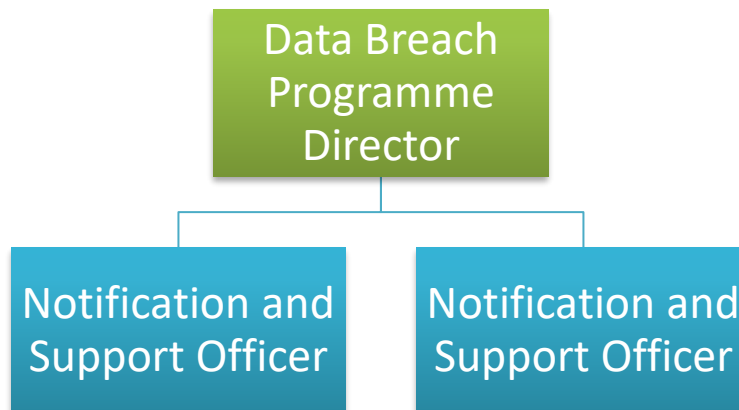
## JOB DESCRIPTION

<b>Job title</b>	Notification and Support Officer
<b>Directorate</b>	Grenfell Partnerships and Community Development
<b>Service</b>	Data Breach Programme
<b>Team</b>	Notification and Support Review
<b>Grade</b>	F

<b>DBS Check Required</b>	Enhanced with Children's and Adults Barred List
<b>Justification for DBS</b>	Post falls within list of professions or occupations exempt from Rehabilitation of Offenders Act
<b>Politically Restricted</b>	No

<b>Responsible to</b>	Programme Director for Data Breach and Digital Transformation
<b>Employees directly supervised</b>	N/A

### Organisational structure chart



## 1. JOB PURPOSE

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The Notification and Support Officer plays a central role in delivering a high-quality, people-focused notification and support function for individuals affected by complex data-related issues. The postholder ensures that enquiry-handling, case management and support pathways are managed consistently, sensitively and in line with organisational requirements.

- Lead the operational delivery of notification and support activity, ensuring enquiries, cases and support pathways are managed effectively, consistently and in line with agreed governance and risk-based decisions.
- Provide structured case management and frontline support to individuals, ensuring appropriate escalation, safeguarding considerations and well-evidenced decision-making.
- Work collaboratively with internal teams and external partners to coordinate information, align operational activity and deliver a clear, supportive and well-governed service experience.

## 2. DESCRIPTION OF DUTIES

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As a Notification and Support Officer, you will manage day-to-day notification and support operations, ensuring enquiries, cases and support pathways are assessed, triaged and delivered with accuracy, empathy and compliance. You will coordinate activity across services and maintain clear documentation to support consistent and transparent decision-making.

1. **Deliver the daily operation of the notification and support function** to ensure enquiries, cases and support requests are handled promptly and in line with organisational policies and agreed decision-making criteria.
2. **Establish and maintain scalable support channels - including helplines, inboxes and case-management systems** - so that all individuals receive accurate, consistent and timely responses.
3. **Triage and assess enquiries on receipt**, ensuring they are directed to the correct support route and that complex or high-risk cases are escalated appropriately.
4. **Maintain clear process documentation, operational standards and guidance** to ensure support activity is consistent, well-governed and auditable.
5. **Work closely with Children's Services, Adults' Social Care, Housing and other frontline teams** to ensure individuals with heightened vulnerabilities receive safe, tailored and appropriate support.
6. **Coordinate with specialist external partners or statutory agencies** to incorporate safeguarding and welfare considerations into support plans.
7. **Handle complex or sensitive cases directly**, ensuring actions and decisions reflect professional standards, legal requirements and organisational values.
8. **Work with internal teams - including Information Governance, Legal, Cyber Security, Communications and HR** - to ensure appropriate support, advice or remediation options are made available and communicated clearly.

9. **Inform individuals accurately about available support, applying agreed thresholds and guidance consistently** to support fairness and proportionality.
10. **Maintain comprehensive case records, audit trails and decision documentation** to ensure all activity is transparent, traceable and compliant.
11. **Monitor enquiry volumes, themes, risks and case-handling performance**, producing clear and timely reporting for senior leaders and programme governance.
12. **Identify emerging trends or issues in support activity**, recommending improvements to processes, guidance or support pathways to enhance service quality.
13. **Work collaboratively with data-review, risk-assessment, communications and wider operational teams** to ensure notification and support decisions are well-aligned and based on up-to-date information.
14. **Ensure all communication with residents, staff and partner organisations is professional, empathetic and clear**, upholding the Council's values and service standards.
15. **Maintain full compliance with safeguarding, confidentiality, data-protection and organisational policies**, ensuring safe handling of sensitive information and secure management of case records.

## SELECTION CRITERIA/PERSON SPECIFICATION

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### **Conditions to Note:**

The person specification outlines the essential requirements the post holder or applicant must meet to fulfil the role and the duties outlined.

### **Candidates:**

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

### **Recruiting Managers:**

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

### **Resilience:**

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

### **Values & Behaviours**

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

<b>A</b>	<b>Equal Opportunities</b> <ul style="list-style-type: none"><li>• Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</li></ul>
<b>B</b>	<b>Qualifications/Training/Certificates</b> <ul style="list-style-type: none"><li>• Relevant operational leadership/customer service management qualification or equivalent experience.</li></ul>
<b>C</b>	<b>Skills, knowledge and experience</b> <ul style="list-style-type: none"><li>• Significant experience delivering complex, people-focused operational services, ideally in a high-volume, sensitive or crisis-response environment, with a strong track record of managing resident or customer enquiries to a high standard.</li></ul>

- Demonstrable experience working directly with the public, including managing challenging, emotional or complex conversations with professionalism, clarity and empathy.
- Proven ability to work with vulnerable individuals or complex cases, including knowing when and how to escalate concerns to safeguarding teams, specialist services or external organisations.
- Strong understanding of data protection, confidentiality and information-governance principles, and the ability to apply these rigorously when handling sensitive personal information.
- Experience analysing large volumes of enquiries, casework or other operational data, distilling patterns, risks and insights for senior leaders and wider programme decision-making.
- Experience building effective working relationships with senior managers and frontline staff, influencing decision-making and communicating issues or recommendations clearly and confidently.
- A strong ability to communicate clearly, compassionately and effectively, both orally and in writing, tailoring messages for a wide range of audiences, including residents, service departments and external partners.
- Ability to work collaboratively across organisational boundaries, fostering constructive relationships with internal teams, social care departments, legal services, insurers, and external agencies.
- Well-developed organisational and process-management skills, with experience designing, improving or maintaining structured workflows, case-handling processes or service standards.
- Confidence using a range of systems and digital tools, including case-management platforms, data-handling systems, reporting tools and standard office software, with the ability to quickly learn new applications.
- Ability to adopt and promote agile, iterative and learning-focused ways of working, adjusting priorities quickly in response to new information, operational pressures or emerging risks.
- Demonstrated commitment to equality, diversity and inclusion, with experience addressing specific equality or accessibility issues in service delivery and taking action to resolve them.
- Resilience, sound judgement and the ability to operate effectively under pressure, particularly when dealing with sensitive information, distressed individuals or complex case histories.

## OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.  
They guide our interactions with residents, businesses, visitors, partners and each other.  
They are also a measure of how well we've done.

Our Values & Behaviours	
D	<p><b>PUTTING COMMUNITIES FIRST</b></p> <ul style="list-style-type: none"><li>• We put local people at the heart of decision making in everything we do.</li><li>• We seek to include and involve: all voices matter.</li><li>• We provide quality services that are responsive, effective and efficient.</li></ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"><li>• I actively involve and include the communities that I serve in my work.</li><li>• I shall reflect the views of the communities in my daily work.</li><li>• I shall improve the service I provide through seeking feedback from others.</li></ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"><li>• I have been included</li><li>• I can see how my views have been taken into account</li><li>• I can see improvements and developments based on my input</li></ul>
E	<p><b>RESPECT</b></p> <ul style="list-style-type: none"><li>• We listen to everyone and value the personal experiences of people in our communities and of each other.</li><li>• We adopt a fair and involving approach regardless of any way in which an individual is different to us.</li></ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"><li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li><li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li><li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li></ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"><li>• I feel my culture and background are respected.</li><li>• I have confidence that action is being taken.</li><li>• I feel I am being treated fairly.</li></ul>

<p><b>F</b></p>	<div data-bbox="260 280 831 358" style="background-color: #00AEEF; color: white; text-align: center; padding: 5px; border-radius: 10px; margin-bottom: 20px;"> <p><b>INTEGRITY</b></p> </div> <ul style="list-style-type: none"> <li>• We act with openness, honesty, compassion, responsibility and humility.</li> <li>• We let people know what we are doing and communicate why and how decisions have been made.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I am told when something is not possible, and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> <li>• I feel my views are valued</li> </ul>
<p><b>G</b></p>	<div data-bbox="260 1099 783 1171" style="background-color: #00AEEF; color: white; text-align: center; padding: 5px; border-radius: 10px; margin-bottom: 20px;"> <p><b>WORKING TOGETHER</b></p> </div> <p>We work together and in partnership with everyone that has an impact on the lives of our residents.</p> <ul style="list-style-type: none"> <li>• We want to understand, learn from each other and continually adapt.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I work with others to provide an effective service for residents, local communities and other departments within the Council.</li> <li>• I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.</li> <li>• I seek out opportunities to learn from my colleagues and build on good practice.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I can get my issue resolved without being passed around departments.</li> <li>• I find it easy to access the services that I need.</li> <li>• I feel the Council is open to new ideas.</li> </ul>