Information officer

Information officers collect, manage and develop information and resources to ensure they are easily accessible to staff and clients.

As an information officer you'll work with electronic information - especially online databases, content management systems, open access and digital resources - and traditional library materials. You're likely to spend a lot of time on managing company information and working with internal and external databases. As well as dealing with enquiries from staff and providing to access to resources, you'll also provide training to staff on how to find, use and store information.

Skills:

You'll need to show:

- excellent communication and interpersonal skills in order to build and maintain strong relationships
- IT skills for tasks such as creating and searching databases, designing for the web and managing the content of internets and intranets
- well-developed research skills
- attention to detail
- flexibility to take on a variety of tasks
- organisation and time management skills, to organise resources as well as your own time and, as you progress professionally, the time of others
- initiative and a creative approach to problem solving

Qualifications:

Graduate trainee positions are available at entry level and employers will usually expect you to work towards a CILIP-accredited postgraduate qualification or CILIP Professional Registration Certification, either during or after your traineeship. There are also a small number of accredited undergraduate degrees available, generally aimed at staff already working as paraprofessionals. Although you can become an information officer with a degree in any subject, for jobs in areas such as health, law and science you may need relevant subject knowledge, so a first degree in these areas can be particularly useful. If you already have a relevant CILIP-accredited postgraduate qualification or experience in the sector, you could start as an information officer. It's also possible to enter this profession without a degree by taking a Level 3 Library, Information and Archive Services Assistant apprenticeship.

Working hours:

Working hours are typically 9am to 5pm, but you may need to work evenings and weekends in some instances, for example if working in a library environment. You may need to work a timetabled shift pattern in some roles.

Salary:

- Salaries at entry level in an information assistant role are typically between £21,000 and £27,000.
- Salaries for information officers typically start at around £26,000.
- At information manager level, salaries start at around £40,000.

https://www.prospects.ac.uk/job-profiles/information-officer

North East Learning Trust