



Role Profile

Job Title: Access to Information Officer	Grade/ Level: M	Post Number: AO3594
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Directorate: Resources	Job Family: Information Governance	Date Prepared: January 2020
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Role reports to (Job Title):
Information Governance Manager

Job Purpose:
To ensure compliance with Freedom of Information Act and Data Protection Act requests primarily across the Adults & Children Services areas.

To log, coordinate and process requests for information under the DP and FOI Acts within strict statutory timescales.

To advise staff and promote high standards of professional competence around Freedom of Information and Data Protection across the Council

- Key Accountabilities:**
1. To ensure Freedom of Information and Data Protection compliance. This will be done in conjunction with the FOI and DP leads at SBC.
 2. To act as initial contact for those who may approach Adults Services or Children Services with requests under the legislation and remain a point of contact for them during their inquiry process.
 3. Responsible for the logging, coordination and processing of requests for information from the public, solicitors, the police and other external organisations within statutory timescales as set out in the respective FOI and DP legislation. This will be done in conjunction with the FOI and DP leads at SBC.
 4. Research and prepare draft responses to requests for verification by directors and senior staff teams.
 5. Assist in the design, development and delivery of mandatory training for frontline teams to promote awareness, understanding and compliance of Data Protection & Freedom of Information legislation in the Adult Social Care and Children Services.
 6. Responsible for the cataloguing of material making sure it is linked to the Council's publication scheme
 7. Lead on information governance for Social Care, provide a framework of requirements, limits and best practice for handling personal information across both directorates
 8. Produce global communications raising staff awareness on information governance issues in the Adult & Children Directorates.
 9. Liaise with lead officers on information security and to promote records management and best practice, raising the profile of information security to achieve safe, efficient and effective handling

of personal information.

10. To effectively manage and prioritise the information requests workload within strict statutory timescales.
11. Liaise with the Information Governance colleagues both internally and externally to drive Data Protection compliance, incorporating Social Care requirements.
12. Respond to requests from the Council's Caldicott Guardian and related promotion of the Caldicott Guardian principles to the departments.
13. Liaising with staff of all levels across both within the Adult & Children departments and across the Council.

Job Scope: Number and type of jobs directly managed:
N/A

Job Scope: Direct responsibility for financial resources and / or physical assets

Budget: N/A

Typical tasks supervised/allocated to others:

Assets: N/A

Knowledge and Experience:

- Working knowledge and understanding of the Freedom of Information & Data Protection Acts legislation
- Knowledge and understanding of consequences of non-compliance with the legislation and the potential risks to both the organisation and senior managers.
- An understanding of the department structures and job ranges in both Adult & Children directorates.
- An understanding of partner organisational structures and range and scope of roles.
- Experience of collating and analysing detailed information in a timely manner to respond appropriately to statutory timescales within DP and FOI legislation.
- Experience of Developing operating procedures and protocols.
- Excellent verbal and written communication.
- Good IT skills and a working knowledge of IT systems.
- Excellent record keeping skills.

Decision Making:

- Manage and prioritise own workload and work autonomously within strict statutory timescales.
- Determine how a request for information should best be answered in accordance with the DP and FOI legislation.
- To provide guidance to staff

Contacts and Relationships:

- To guide on FOI and DP compliance across Adult & Children directorates and liaise with Corporate DP and FOI Officers on issues when necessary.
- To liaise with all relevant staff regarding requests for information and to offer advice and information

Creativity and Innovation:

- Assist in the promotion and development of DP and FOI awareness through corporate training and training overviews delivered at team meetings.
- Look at creative solutions to complex FOI requests with the FOI lead, advising managers and helping teams put forward their best case to withhold information within the constraints of exemption legislation.

Emotional Demands

- The Post holder will be expected to read and redact confidential, sensitive and sometimes distressing information in connection with requests for personal information.
- The post holder should possess a calm but firm nature in respect of coordinating requests ensuring they meet with the statutory timescales.

Job Specific Competencies:

- Knowledge of Data Protection legislation.
- Knowledge of the Freedom of Information legislation.
- Excellent interpersonal / communication skills.
- Exceptional attention to detail.
- Educated to A-level standard.
- Ability to handle sensitive and sometimes distressing information.

Features of the role:

- The Post holder will be required to search for information in files held across IT systems, the civic campus and at external departmental offices and archive areas.
- Some carrying of files / block scanning required.
- The post holder is required to scan large amounts of information.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

In accordance with the provisions of the Data Protection Act 2018, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: