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| **Department** | **chief executive’s** |
| **Job Title** | **Access to information officer** |
| **Grade** | E |
| **Primary Purpose of Job** | To process Data Subject Access Requests and other forms of requests received from data subjects and organisations. This includes all administration, records retrieval, collation, redaction, and correspondence with the requestor.  To provide education and awareness specifically within the areas of retention and disposal. This will include physical review of documents both electronic and paper based |
| **Reporting To** | Information Governance Team Leader |
| **Direct Staffing Reports** | N/A |

**Main Duties**

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| **1** | To manage and process Data Subject Access Requests under information rights legislation including privacy and Common Law and Human Rights Act | |
| **2** | Provide advice, guidance and training regarding retention, disposal and records management | |
| **3** | To undertake audits to ensure that the Council maintains appropriately the records it holds in Social Care | |
| **4** | To support Information Asset Owners in the production of Records of Processing Activities, in particular retention schedules. . | |
| **5** | Assist in the development of Information Governance policies and standards | |
| **6** | Assist the Information Governance Team Leader with any OfSTED, ICO, DSPT and CCG inspections where Information Governance is a key line of enquiry | |
| **7** | Protect the reputation of the council with regards to information governance. | |
| **8** | Signpost enquiries to more appropriate sources of information as appropriate | |
| **9** | Assist with other Information Governance related areas as requested by the Information Governance Team Leader | |
| **Date Job Description prepared/updated:** | | **Information Governance Team Leader** |
| **Job Description prepared by:** | | **February 21** |



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| **Department** | | **Chief executive’s** | |
| **Job Title** | | **information Governance officer** | |
| **Stage One** | | Disabled candidates are guaranteed an interview if they meet the essential criteria | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | |
| 1. | Practical, and procedural knowledge of Data Protection Act 2018 and the UK GDPR. | | Application / Interview / Test/Presentation |
| 2. | Demonstrate excellent communication skills, including verbal, written and the ability to present complex information accessibly in range of formats. | | Application / Interview / Presentation |
| 3. | Demonstrate excellent attention to detail and structure whilst processing Data Subject Access Requests and other forms of requests. | | Application/ Interview |
| 4. | Ability to demonstrate a good understanding of information security. | | Application / Interview |
| 5. | Ability to support the development of training materials and to deliver effective training sessions. | | Application / Interview / Presentation |
| 6 | Proficient in the use of MS office and records/case management systems | | Application Form/ Test |
| 7 | Ability to support the delivery of change management using a range of highly developed interpersonal skills | | Application / Interview |
| 8. | Demonstrate ability to organise and plan own workload whilst dealing with competing priorities | | Application Form/Interview |
| 9 | Ability to contribute as an effective team member | | Application Form |
| 10 | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | Interview |

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| **2. Experience/Qualifications/Training etc** | | |
| 1. | Experience of processing complex Data Subject Access Requests | Application Form/Interview |
| 2 | Experience of assisting in the facilitation of meetings and providing training to achieve outcomes | Application Form/Interview |
| **3. Work Related Circumstances** | | |
| 1. | Flexibility with regards to out of hours working in order to meet deadlines | Application/Interview |
| 2. | Ability to occasionally lift and move moderately heavy items such as files, boxes etc | Application Form/Medical Assessment |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Experience of working within a large multi-functional organisation, preferably the public sector and within Social Care / Information Governance | | Application Form/Interview |

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| **Date Person Specification prepared/updated** | **Information Governance Team Leader** |
| **Person Specification prepared by** | **February 21** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





