Role profile

Job Title:	Information Governance Officer
Department:	Digital & ICT
Directorate:	Resources

Grade:	10 - 12
Post no.:	
Location:	Perceval House

Role reports to:	Lorraine Cox
Direct reports:	none
Indirect reports:	none

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To coordinate and manage the organisation's compliance with the **Freedom of Information Act 2000 (FOIA)** and **Environmental Information Regulations 2004 (EIR)**. The postholder will ensure requests for information are handled lawfully, accurately and within statutory timescales, whilst promoting transparency, accountability and best practice in information governance.
- The Freedom of Information Officer will provide expert advice to officers and managers on disclosure obligations, exemptions and exceptions, publication scheme requirements, records management issues and regulatory compliance.

Key accountabilities

- Receive, log, acknowledge and coordinate responses to FOIA and EIR requests.

- Monitor statutory deadlines and ensure compliance with legislative timescales.
- Liaise with service areas to identify, retrieve and collate requested information.
- Review draft responses for accuracy, completeness and legal compliance.
- Assess the applicability of FOIA exemptions and EIR exceptions.
- Prepare refusal notices where information is exempt from disclosure.
- Undertake public interest tests where required.
- Provide advice on requests involving mixed FOIA, EIR and Data Protection considerations.
- Maintain accurate request records and case files.

Internal Reviews and Regulatory Complaints

- Coordinate and manage internal reviews of FOIA and EIR decisions.
- Prepare review reports and recommendations.
- Draft responses to applicants following review outcomes.
- Liaise with the Information Commissioner's Office (ICO) regarding complaints, investigations and decision notices.
- Support implementation of ICO recommendations and corrective actions.

Advice and Guidance

- Provide specialist advice to managers and staff on:
- Freedom of Information Act 2000.
- Environmental Information Regulations 2004.

Key performance indicators

- Percentage of FOI responses issued within 20 working days.
- Percentage of EIR responses issued within statutory timescales.
- Number of overdue cases.
- Internal review outcomes upheld.
- ICO complaints upheld against the organisation.
- Customer satisfaction with request handling.

Key relationships (internal and external)

- Members of the public
- Information Commission
- Members of staff

Authority level

- Advise on FOI legislation to colleague

Additional Requirement

- FOI qualification – eg/ PDP

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Freedom of Information Act 2000.
2. Environmental Information Regulations 2004.
3. Data Protection Act 2018 and UK GDPR.
4. ICO regulatory guidance and Codes of Practice.
5. Public interest test methodology.
6. Records management principles.
7. Information governance frameworks.

Essential qualification(s) and experience

1. Managing statutory information requests.
2. Drafting formal correspondence and legal responses.
3. Applying exemptions under FOIA and exceptions under EIR.
4. Liaising with stakeholders across multiple departments.
5. Investigating and resolving complex information requests.
6. Producing management information and performance reports.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards