

Role Profile

Access to Information Officer

Enabling

Swindon Borough Council

Role Profile: Access to Information Officer	**Role Profile Number:** SBC_11425
Directorate: Enabling	**Reporting to:** Information Governance
Grade: CFL 5	**Date Prepared**: Jan 2020

Our Values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.
We HEAR – each other and the people we serve
We CARE – about our colleagues, our residents and our community
We ACT – with integrity, accountability and purpose
We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



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 responsibilities and 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.

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, therefore, some carrying of files / block scanning required.

The post holder is required to scan large amounts of information.

Professional 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

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

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.

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	**Essential or Desirable**
• Educated to A-level standard. • Knowledge of Data Protection legislation. • Knowledge of the freedom of information legislation	E E E
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.	E E D D E
Aptitudes, Skills and Competencies:	
• Ability to handle sensitive and sometimes distressing information. • Excellent verbal and written communication. • Good IT skills and a working knowledge of IT systems. • Excellent record keeping skills.	E E E E
Special Conditions of Recruitment:	
• 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 will need to manage time sensitive coordinating requests ensuring they meet with the statutory timescales.	E E

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.




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