

Job Description: Access to Information Rights Coordinator

Waverley and Guildford are ambitious authorities, committed to being two of the leading Councils in the country at a time of major change by developing high performing, highly engaged staff teams to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Access to Information Rights Coordinator
Service:	Democracy, Law & People
Team:	Legal Services & Information Governance
Location:	The Burys, Godalming, Surrey, GU7 1HR and Millmead House, Guildford, GU2 4BB
Reporting to:	Head of Information Governance & Data Protection Officer
Responsible for:	N/A
OUR SHARED ORGANISATIONAL VALUES	
Collaboration 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
Wellbeing 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
Trusted 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
Value for Money 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.
Professionalism 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

PRINCIPAL PURPOSE OF THE ROLE

- Receive and assess written requests for information.
- Respond to these requests in line with current Access to Information and Information Governance legislation and guidance for Waverley Borough Council.
- Ensure that the Councils' Access to Information Rights and Information Governance policies are followed and to prepare and send responses in line with Regulations.

MAIN DUTIES AND ACCOUNTABILITIES

- Liaise with the Head of Information Governance & Data Protection Officer and/or Access to Information Rights Officer on information governance and data protection matters as required, to ensure an excellent and timely service is delivered.
- Receive requests via post or email; assess whether they fall under current Access to Information Rights and Data Governance legislation and guidance; log the request, forward to relevant service(s) to obtain information; send an acknowledgement and attach all correspondence to the database.
- Analyse and clarify information provided by Services, prepare and send responses.
- Identify where exemptions or exceptions may apply, prepare refusal notice following ICO guidelines and where necessary obtain advice or approval from the Legal Services team before sending.
- In the case of a Subject Access Data Request, obtain fee (where appropriate) and proof of identity; research the files or documents requested; check and redact any information not disclosable under the Data Protection Act before sending to applicant.
- Maintain web pages relevant to Information Rights.
- Be aware of recent decision notices issued by the Information Commissioner's Office (ICO) and ensure up-to-date knowledge of legislation.
- Prepare a weekly report of current requests for information.
- Any other duties assigned by the Head of Information Governance & Data Protection Officer, or Assistant Director of Legal Services & Information Governance from time to time as required.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

- The total volume of access to information and data governance request varies but is usually approximately 800 requests.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Decide if information requested falls under the FOIA, EIR or DPA regulations, whether it can be freely provided or if any exemptions or exceptions apply depending on officer interpretation of the regulations.
- Provide information in response to requests to Waverley Borough Council in consultation with colleagues or issue a refusal notice accordingly.
- Ensure information provided conforms to legislative requirements, for example, information is redacted where necessary, taking the appropriate legal advice to ensure the Councils are not exposed to legal challenge.
- Responsibility for adhering to ICO deadlines and procedures, ensuring there are adequate follow-up procedures with senior management when requests for information are near to deadlines and escalate action where necessary.
- Provide details of the Information Rights Policy to staff and advise where possible on any decision to refuse disclosure of the information.

PLANNING/ORGANISING/CONTROLLING

- The postholder will be in a position to collect and collate large quantities of complex information on a daily basis in order to support and take key decisions.

CUSTOMERS AND CONTACTS

INTERNAL

- Chief Executive; Strategic Directors; Assistant Directors; Heads of Service; Service managers and officers across the organisation; Elected Councillors

EXTERNAL

- Information Commissioner's Office; Information Tribunal; Members of the public; Officers of other local authorities and public sector organisations.

SERVICE/TEAM STRUCTURE

PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	5 GCSEs (at or above Grade C/4 including Maths and English) or equivalent knowledge gained by experience	A/C	Educated to Degree-level (or equivalent)	A/C
KNOWLEDGE /TECHNICAL SKILLS	Working knowledge of Data Protection and Freedom of Information	A/I	Significant information governance or data management experience	A/I
	Understanding of local government	A/I	Awareness of Safeguarding	A/I
	Project management skills and ability to work to deadlines	A/I		
	Awareness of relevant legislation	A/I		
	Ability to interpret complex legislation and regulations	A/I		
	Ability to use a variety of IT packages	A/I		
	Excellent administrative and organisational skills	A/I		
COMMUNICATION	Clear verbal communication skills	I		
	Clear written communication skills with the ability to identify relevant information	A/I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	If the post requires the postholder to speak to	I		

	the public as a regular and intrinsic part of their role, please add the following words:			
TEAM WORKING	Experience of working as member of a team	A/I		
MANAGING SELF AND OTHERS	Ability to work without close supervision and to use own initiative	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Ability to demonstrate a positive, personable, flexible and supportive approach to their duties	A/I		
SPECIAL REQUIREMENTS	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. item	A		

How assessed:

A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

Behavioural competencies:

COMPETENCIES (LEVEL 1 – 4)	Communication:	2
	Customer Service:	2
	Team Working:	2
	Managing Self and Others:	2
	Can do approach/Results:	2

For Official Use only			
Job title:	Access to Information Rights Coordinator	Post no:	
Service:	Democracy, Law & People	JE score:	
Team:	Legal Services & Information Governance	Pay band:	
Location:	The Burys, Godalming, Surrey, GU7 1HR and Millmead House, Guildford, GU2 4BB	Position type: (if part time, working pattern)	Full time 37 Hours/Five day week
REVIEWED BY:		DATE:	
CHECKED IN:	HR	DATE:	
LAST UPDATED:	Add date	DATE:	