

# Job Profile

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## Information Requests Officer

Grade: 7

Date created: Feb 2018

As part of the Information Management Service the post holder will act as co-ordinator for managing requests for information for the Council. The role ensures compliance with all the relevant access to information legislation requirements in order to respond appropriately to requests for information, avoid complaints to the Information Commissioner and adverse publicity for the County Council.

### **This is what we need you to do...**

- Under the direction of the Information Requests Manager, to implement the Council-wide strategy for the delivery of Data Protection, Freedom of Information, Environmental Information and Information Management good practice.
- To process requests for access to information and to respond effectively to all such requests. This will involve checking each request has been correctly logged, risk assessed and classified (amending where necessary), assessing the content of information and determining whether or not it can be released. This will also entail (creating and) ensuring responses are comprehensive, consistent, and delivered within the statutory timescales.
- To develop and maintain a working relationship with officers across the Council and the Information Commissioner's office on Data Protection and Freedom of Information issues.
- To provide clear and accurate information and advice on these issues to elected members, officers across the County Council and members of the public via email, in person and over the phone.
- Act as customer liaison and provide a helpdesk and logging service for the Request Management Service acting as first point of contact for the service. Deal with enquiries and

- Assist in the co-ordination of work across the request management team in order to ensure that work is organised and prioritised effectively.
- Support the engagement of all key stakeholders and up skilling staff, having input in communications, consultation materials, events and the delivery of training.
- To liaise with other statutory agencies who may be joint holders of information.
- To perform other duties appropriate to the grade, as requested

### **Special Conditions**

- Leave is to be arranged in conjunction with colleagues in the Information Management Service to ensure adequate cover at all times.
- May occasionally be required to work outside office normal hours.
- Hot desking and working from home or other office based locations may be necessary.
- Although mainly office based, there will be some work in strongrooms, and at height. Therefore an ability to lift and carry 10kg weights on a occasional basis and use access

provide advice and assistance, gaining understanding of customer requirements to enable the council to respond positively.

- Provide support for the Council's request management system and liaise with the supplier and/or ICT to resolve technical issues. To contribute and assist with the maintenance and improvement of the system and procedures. To support the service and Council by contributing to the writing, running and analysis of reports.

equipment for shelving up to 3 meters from ground level may be required.

### **Monitoring and ongoing development of outcomes**

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

## The ideal candidate will have...

### Experience

- Experience in information management, information security or compliance
- Experience of handling requests for information
- Advisory work at a senior level
- Experience of delivering customer services
- Experience of promoting services to colleagues

### Knowledge, Skills and Understanding

- Understanding of data protection issues
- Understanding of the principles of confidentiality
- Knowledge of the Data Protection Act 1998, Freedom of Information Act, 2000 and Environmental Information Regulations
- Ability to interpret legislation
- Understanding and awareness of political sensitivities
- Good general knowledge of information management issues
- Knowledge of information security issues
- Knowledge of local government records

### Behavioural attributes

- Demonstrates Gloucestershire Leader/Employee Behaviours.
- Ability to manage a diverse and varied workload
- Good networking skills
- Tact and diplomacy
- Ability to absorb a complex brief quickly
- Demonstrates an organised and effective approach to tasks
- Customer-focused approach
- Excellent verbal communication, negotiation and advocacy skills
- Willingness to lift and handle records as necessary using safe lifting and handling

### Education & Qualifications

- GCSE Maths and English A-C or equivalent
- A Level passes or equivalent
- A first degree
- Postgraduate degree in information compliance, records management or related field
- Qualification in information security, Data Protection, or Information Rights

There are also a number of generic requirements that are applicable to all employees within the Council. There can be found at the following link:  
<http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579>