

## Information Governance Assistant

### Job Purpose

At Kirklees we want to be innovative and creative in the way we work with our citizens. Local democracy is all about local citizens and being part of decisions that affect our everyday lives. It is about what happens on our streets, in our neighbourhoods and across Kirklees.

The Council wants to make the best use of personal data, information and records across its services, whilst ensuring legal requirements are met. As part of the Information Governance team, you will work with colleagues and partners to ensure all information governance activities are achieved on time, to a high standard and are legislatively compliant. You will play an important role in facilitating data sharing internally, between the council and partner agencies to enable data to be used to provide improved public services.

This role is based within Corporate Services in the Democracy Service. To find out more about working for Kirklees please click ●

### Key areas of responsibility

- Provide specialist advice and guidance in relation to all aspects of information governance including: records management, legislative compliance and information sharing and security. This can include advising on statutory timescales for each of the information access regimes, the rights and obligations created by each piece of legislation, as well as exemptions to disclosure; internal processes for creating and using required documentation; signposting to further guidance; escalating queries where required.
- Working with colleagues in the Information Governance team, you will answer and respond to queries to appropriately resolve issues and cases.
- Co-ordinate with the appropriate internal networks and, where required, respond to Freedom of Information (FOI), Environmental Information Regulation (EIR), General Data Protection Regulations (GDPR) and Subject Access Requests (SARs) ensuring responses are appropriate and within statutory timescales, assessing and mitigating risk. This can include progress chasing and co-ordinating responses which are sensitive and can contain distressing information relating to child sexual exploitation, sexual abuse, emotional abuse and other distressing and very personal situations.
- Ensure steps are in place to protect all relevant forms of personal data by supporting Services to complete Data Protection Impact Assessments and provide advice on issues relating to the use and processing of personal data.
- Examine and investigate how the council responds to information security incidents, clarifying responsibilities (both the council and third parties), stipulating actions to recover data and assessing the impact of any loss to individual data subjects.
- Ensure Council Records are catalogued and stored appropriately at the Central Archive, answering questions from Services and ensuring files requested are dispatched and returned following the appropriate procedures in a timely manner.

- Exercise informative and motivational skills in relation to other staff when discussing technical IG matters and compliance/legal issues. This will include supporting in the delivery of training/workshops for employees, managers and councillors, for example, arranging dates and venues and preparing materials, as well as delivering the basic content *[as per first bullet under Key Areas of Responsibility]* but not leading the sessions.
- Advisory, guiding and persuasive skills in order to encourage others, both internal and external, to adopt a particular course of action in relation to IG issues and legal compliance in both oral and written format. This could be with senior managers, partners or members of the public.
- Analytical and judgmental skills to analyse and interpret complex IG information/requests and make an informed judgement and important compliance decisions. Flexibility in approach to changes in service needs is important and the post holder will have responsibility for maintaining accurate and confidential records.
- Work closely with officers in a range of services to develop and implement changes to the information governance approach within a Service, Directorate or across the council in order to support IG initiatives, standards and best practice; however adaptations will need to be made that are appropriate to the Directorate, the services they provide and the information they hold.
- Carry out minute taking responsibilities at internal and regional meetings.
- Manipulation of data to produce statistics etc for the use in management reports. This is done on at least a monthly basis.
- Adhering to health and safety requirements as relevant to the post
- Work through personal social work files for children and adults, when completing a Subject Access Request for GDPR compliance, in order to redact information which cannot be released. This can result in the individual being subject to sensitive and distressing information relating to child sexual exploitation, sexual abuse, emotional abuse and other distressing and very personal situations.
- Collate files for public inspection and provide support and assistance as part of such inspection
- No responsibility for the supervision of others.

## Decisions

- Respond to a variety of queries and issues on a daily basis from a range of people, for example senior managers, councillors or members of the public, where an immediate response or action is expected. You may have to take decisions independently, using relevant knowledge and experience. You will have a highly varied role, and you will be expected to organise your workload effectively.
- Planning and prioritising competing workloads in consultation with line manager and other IG team colleagues.

- Effectively manage the operational processing of data protection and freedom of information requests and make decisions, in dialogue with officers within the Directorate, as to how the information is best co-ordinated and released.

## Resources – Financial & Equipment

- No direct responsibility for budgets.
- Using a range of IT systems and databases (council and bespoke), you will be responsible for the production of a range of highly accurate letters, memos and other correspondence.
- Documents prepared will be for a variety of internal and external audiences, including senior managers and members of the public who have submitted freedom of information requests etc, therefore a high level of accuracy is essential.
- Knowledge of the use of SAP and purchase cards as appropriate to the role e.g. renewals of memberships with external organisations, external training, equipment, travel tickets, services from external organisations such as consultants.
- Precision and speed is required when carrying out these duties, as there will be conflicting and tight deadlines associated with the work, particularly in relation to freedom of information and data protection requests. When preparing the responses for the Data Protection requests, the post holder will need to accurately and neatly redact text to ensure the documents is still understandable but sensitive personal information is not released and the finished product shows the care and respect for personal information that has been given.
- When working within the corporate archive facility, the post holder will be required to drive a cherry picker or use movable ladders in very close quarters on a daily basis to access records from the high shelving units.
- You will handle and process large amounts data, particularly in relation to Freedom of Information, Environmental Information Regulation and Data Protection requests. You will co-ordinate all relevant information, and will therefore have access to a great deal of sensitive and confidential material.
- You will support the management of the Council's corporate archive, ensuring that movement of boxes containing sensitive personal information and confidential Council information is done efficiently and securely and that the correct information is sent to the intended recipients and tracking systems are in place to evidence this. Similarly, the handling of subject access requests and disclosure requests made in line with the DPA require secure handling and it is of paramount importance that these are provided securely to the intended recipients.

## Work Environment

### Work Demands

- Regularly sitting in a constrained position for up to two or three hours at a time in order to complete documents and reports to strict deadlines, up to two or three times a day.

### Physical Demands

- Carrying or moving boxes of records as appropriate, and arranging these for cataloguing, archiving or viewing.
- Manual handling and working from a height when retrieving records from the central archive.

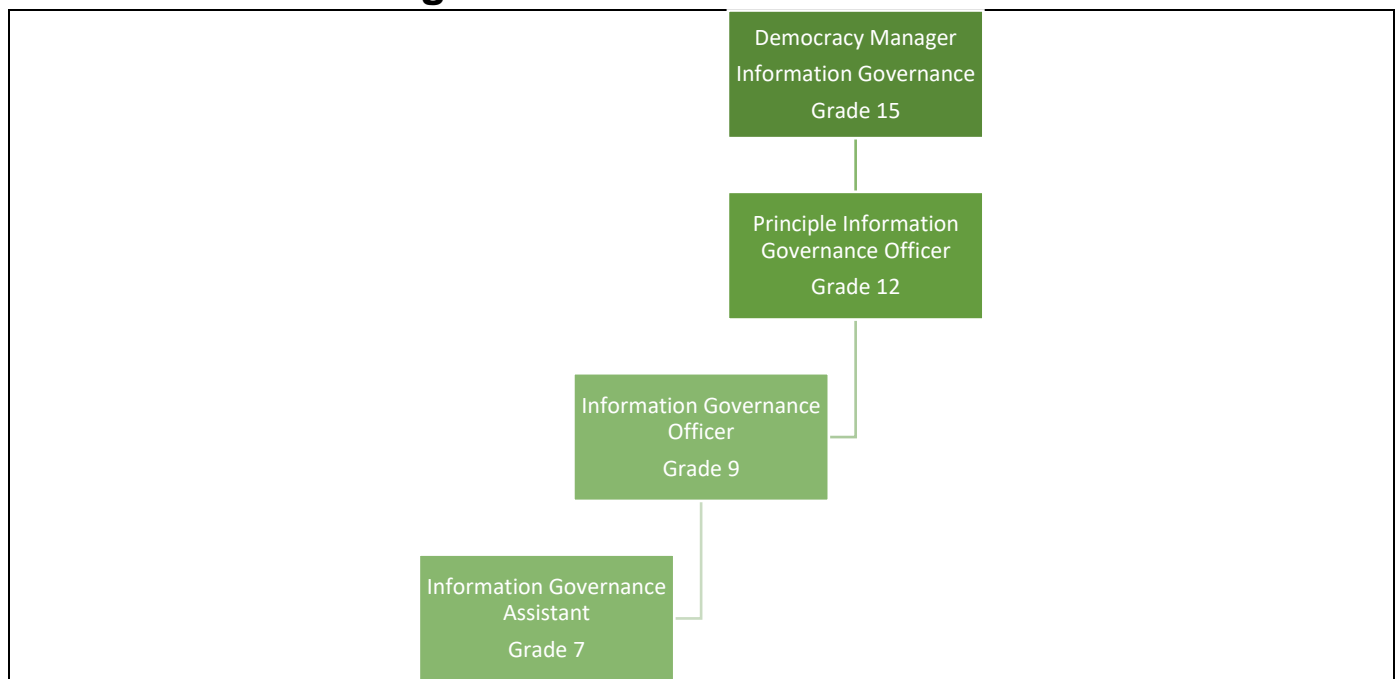
### Working Conditions

- Normal office environment.
- Periods of mental concentration to consider complex cases (up to an hour at a time on a daily basis) including application of FoI exemptions and responses received from a number of different council services, on a daily basis.
- Can be subject to demanding and aggressive behaviour created by hostile and confrontational members of the public, pressures groups and the media in relation to FOI requests and information 2 to 3 times per week via telephone or in person.
- Exposure to sensitive and distressing information relating to, for example, child sexual exploitation, sexual abuse, emotional abuse when receiving and actioning disclosure requests, and when preparing social care files for disclosure under the GDPR, on a daily basis

### Work Context

- Office based environment or in a storage environment in the Central Archive. However they may be subject to some unpleasant people related behaviour.

## Position of Job in organisational structure



Knowledge, skills and Experience	Shortlisting criteria
<ul style="list-style-type: none"> <li>Knowledge and experience working with the Freedom of Information Act 2000, Environmental Information Regulations 2004, General Data Protection Regulation 2016 and Data Protection Act 2018</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Knowledge and experience of Information Governance principles.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Knowledge and experience of project planning and implementation and able to work to critical deadlines when under pressure</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Proficient IT skills (e.g. Microsoft Office packages) and the ability to use bespoke IT systems to manage workloads and enhance the work of the service.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Works effectively with other members of the team to ensure that tasks and projects are completed to the required timescales.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Approachable, flexible and effective working style, able to work successfully as part of a diverse team.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Literacy and numeracy skills to be able to produce documentation;</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Excellent communication skills, both written and oral;</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Committed to personal and career development and willing to undertake further development.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Able to travel to meetings at different locations across the borough as required.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Accepts a satisfactory DBS check will be required for the role</li> </ul>	Essential
Qualifications	Shortlisting criteria
<ul style="list-style-type: none"> <li>N/A</li> </ul>	

## Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

## General Information

See your responsibilities related to [Safeguarding](#).

- Able to travel to meetings at different locations across the borough as required. Essential.
- Accepts a satisfactory DBS check will be required for the role.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.



For Office Use Only:

Job ID ref No:

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