

WEST YORKSHIRE FIRE & RESCUE SERVICE.

JOB DESCRIPTION.

POST TITLE: Information Governance Assistant.
GRADE: Grade 5.
RESPONSIBLE TO: Information Governance Manager.
RESPONSIBLE FOR: None.
PURPOSE OF POST: Manage and provide appropriate responses to Data Protection, Freedom of Information, Environmental Information, and related requests.

Support the Information Governance Manager in maintaining information governance policies, procedures, processes, and controls to manage the Authority's information assets so as to support business needs and meet legal, risk management and operational requirements.

MAIN DUTIES AND RESPONSIBILITIES.

1. Information Requests.

- 1.1 Implement, advise on and monitor adherence to procedures within the established Information Governance framework for Data Protection, Freedom of Information, Environmental Information, and related requests.
- 1.2 Provide advice and guidance to officers, managers and members on the legal and policy considerations relating to Data Protection, UK General Data Protection Regulation, Freedom of Information, Environmental Information, and related legislation.
- 1.3 Manage enquiries arriving with the Authority via the website or the information mailbox and handle accordingly within statutory timescales.
- 1.4 Act as the Authority's link officer with the Information Commissioner's Office in relation to any referred complaints.
- 1.5 Redact recorded information before disclosure to ensure compliance with Data Protection legislation.
- 1.6 Manage on-going requests to ensure prioritisation is applied to meet the statutory deadlines set out in the relevant legislation.
- 1.7 Manage and issue all responses to centrally received Data Protection, Freedom of Information, Environmental Information, and related requests in compliance with the relevant legislation.
- 1.8 Act as the Authority's initial contact for requests for information from the Police and other agencies under Data Protection legislation and deal with these enquiries.
- 1.9 Report to the Information Governance Manager and Head of Corporate Services in relation to the Authority's compliance with the Data Protection, Freedom of Information and Environmental Information legislation.
- 1.10 Manage and process internal reviews of decisions by submitting all relevant documentation and supporting evidence for consideration.
- 1.11 Investigate complaints and alleged contraventions of the Data Protection Act, liaising with senior management and external parties where necessary.

- 1.12 Complete reports of complaints and alleged contraventions of the Data Protection Act for submission to senior management and the Information Commissioner's Office (ICO), as regulator.
- 1.13 Liaise with the ICO when required and make appropriate submissions to support the Authority's position in relation to specific cases.

2. Information Governance and Information Management

- 2.1 Support the Information Governance Manager in the development, implementation and maintenance of information governance policies, procedures, processes and controls to manage the Authority's information assets.
- 2.2 Co-ordinate all aspects of Information Governance within the Authority; working within a number of frameworks concerning compliance, information governance, best practice and legislation e.g. Information Governance Framework, International Information Security standard ISO 27001; HMG Security Policy Framework.
- 2.3 Co-ordinate the activities of both the Information Governance and Security Group and the Corporate Information Management Group, attending and contributing to meetings as appropriate.
- 2.4 Manage the day-to-day activity of the Information Governance Administrator co-ordinating work and setting priorities.
- 2.5 Liaison with information governance colleagues from the other fire and rescue services and Local Authorities and partner agencies, including attendance at regional Information Governance/Information Management meetings, and attending other local, regional and national Information Governance/Information Management meetings on behalf of the Authority and reporting back on relevant developments and issues.
- 2.6 Ensure that employees and elected members are meeting the Authority's standards in information governance.
- 2.7 Work with the Information Asset Owners to ensure that the Information Asset Register is complete and up to date.
- 2.8 Support the maintenance of the Authority's publication scheme to ensure the Authority meets best practice and requirements of the regulator.
- 2.9 Produce and update the Authority's Information Governance intranet/website content to ensure relevant advice and information is available for all stakeholders.
- 2.10 Ensure data sets published under the transparency agenda are compliant with Data Protection legislation.
- 2.11 Ensure the maintenance of an effective online training programme for information governance.
- 2.12 Support the training of staff and elected members in information governance.
- 2.13 Arrange the distribution of organisational communications and briefings to maintain awareness of Data Protection, GDPR, Freedom of Information and Environmental Information requirements.
- 2.14 Maintain, update and review the Authority's Records Retention Schedule.
- 2.15 Report anticipated failure to meet deadlines or standards to the Information Governance Manager.
- 2.16 Support the day-to-day operation and development of the Information Management function.

3. Other areas

4. To Implement and promote the Authority's:
 - a) Health and Safety policies
 - b) Equality and Diversity policies
 - c) Information Security Management System policies
 - d) Safeguarding policies
 - e) Business continuity policy and contingency arrangements.
3. To demonstrate and uphold the service values and to promote the organisation in a positive manner.
4. Ensure functions can be maintained when disruptive events occur through the implementation of arrangements specified in the business continuity strategy/policy.
5. Responsibility for ensuring any data produced in relation to the post is accurate and current.
6. Responsibility to ensure full compliance with the General Data Protection Regulation and Data Protection Act 2018 and to ensure data security is maintained.
7. Undertake any other duties commensurate with the grade of the post as directed by line management.

PERSON SPECIFICATION/SHORTLISTING CRITERIA.

In order to be shortlisted for the post you will need to demonstrate your ability to meet the requirements of the role by giving clear, concise **examples of how you meet each** of the following person specification criteria on your application form. On your application form please list or number the competency criteria against which you are providing evidence/examples.

You will only be shortlisted from the details in the application form if you meet **all Essential criteria**, i.e., items you must be able to do from day one to be able to perform the role. If a large number of applications are received, only those who also meet the Desirable criteria will be shortlisted, i.e., criteria you need to undertake the role, but which could be learnt during training.

There may be some criteria that are identified through 'Selection Process' only. **You will only be assessed on these criteria during the selection process and not from your application form,** this may involve tests, presentations, interview etc.

	Experience.	Essential/ Desirable.	Where identified.
1	Considerable experience of administering arrangements to comply with the Data Protection Act 2018 and/or the Freedom of Information Act 2000.	Essential.	Application & Selection Process.
2	Considerable experience of administering and maintaining processes/systems that capture the receipt and allocation of requests, monitor compliance and performance measures and metrics and provide feedback to managers.	Essential.	Application & Selection Process.
3	Experience of working in a public sector environment.	Desirable.	Application & Selection Process.
4	Demonstrable experience of presenting ideas and information both written and orally.	Essential.	Application & Selection Process.
5	Demonstrable experience of dealing with a range of both internal and external customers and stakeholders, including employees, the public and outside agencies.	Essential.	Application & Selection Process.

6	Experience of collaborating and working with staff from other disciplines.	Desirable.	Application & Selection Process.
7	Significant experience of acting in an advisory role.	Essential.	Application & Selection Process.
8	Achieving personal objectives and development targets.	Desirable.	Application & Selection Process.

	Education and Training.	Essential/ Desirable.	Where identified.
9	Educated to degree level or equivalent in a relevant discipline.	Essential.	Application.
10	Attainment, or working towards a recognised information governance qualification in data protection and/or freedom of information and Environmental Information, and/or records management areas or information security.	Desirable.	Application & Selection Process.

	Special Knowledge and Skills.	Essential/ Desirable.	Where identified.
11	Detailed understanding of the key principles of relevant legislation, including the Data Protection Act, UK General Data Protection Regulation, Freedom of Information Act and Environmental Information Regulations.	Essential.	Application & Selection Process.
12	Considerable working knowledge of the Access to Information legislation and information governance best practice standards and effective implementation.	Essential.	Application & Selection Process.
13	Knowledge of records management, data retention and disposal procedures.	Desirable	Application & Selection Process
14	Understanding of public sector issues and sensitivities and experience of working successfully within a political context and governance framework.	Desirable.	Application & Selection Process.
15	Understanding of the public sector transparency agenda.	Desirable.	Application & Selection Process.
16	Understanding of risk management principles.	Desirable	Application & Selection Process
17	Demonstrable ability to act in advisory role using effective written and verbal communication skills.	Essential.	Application & Selection Process.
18	Ability to design and produce clear web content.	Desirable.	Application & Selection Process.
19	Ability to use Microsoft suite of IT packages to a high level of proficiency.	Essential.	Application & Selection Process.
20	Demonstrable experience of analysis, interpretation and presentation of complex data.	Essential.	Application & Selection Process.
21	Considerable ability to organise work and records in an efficient and effective manner.	Essential.	Application & Selection Process.
22	Considerable ability to deal with a demanding workload, meet	Essential.	Application & Selection Process.

	strict deadlines and prioritise work accordingly.		
23	Ability to work on to a high standard using own initiative and able to make appropriate decisions.	Essential.	Application & Selection Process.
24	Demonstrable ability to work sensitively and discreetly with confidential information and ensure that high levels of customer care are delivered.	Essential.	Application & Selection Process.
25	Ability to work effectively as a member of a multi-disciplinary team.	Desirable	Application & Selection Process
26	Significant intellectual and analytical ability in order to be able to apply complex legislation to a variety of circumstances and assess levels of compliance being achieved.	Essential.	Application & Selection Process.
27	Considerable ability to produce clear and concise reports and briefing notes for submission to senior management and external agencies.	Essential.	Application & Selection Process.
28	Willingness to attend regional working groups in the areas of information management/security.	Essential.	Application & Selection Process.
29	Willingness to attend relevant training events, outside the county where necessary.	Essential	Application & Selection Process
30	Ability to support the development of policies, publications, and procedures within Information Governance such as the Publication Scheme.	Essential.	Selection Process.
31	Demonstrate commitment to good data quality within all areas of work.	Essential.	Selection Process.
32	Demonstrate an understanding of the importance of equality and diversity to WYFRS as an employer and service provider.	Essential.	Selection Process.
33	To hold and maintain a current full valid car driving licence.	Desirable.	Application & Selection Process.

Created: July 2016

Reviewed: January 2023