

JOB DESCRIPTION

POST: Data Request Officer	POST NO:
SERVICE: Governance, People & Performance	
SCALE: E /F/G	
ANY SPECIAL CONDITIONS: Career Grade Scale E - Post holder able to carry out some of all duties of the post, but requiring additional training, supervision and/or experience. including undertaking confidential work Scale F - Post holder able to carry out all of the duties of the post with minimal supervision, including undertaking confidential work. Scale G - Post holder able to carry out all of the duties of the post with minimal supervision, including undertaking confidential work. Operating with a high level of experience and knowledge and holding a Data Protection Qualification Progression to Scales F & G is at the discretion of the Democracy and Data Manager having regard to the competence of the post holder and the ability to work at the appropriate level. Due to the requirement to assist with elections where necessary, this is a politically restricted post for the purposes of the Local Government and Housing Act 1989. The post holder is therefore unable to take part in political activity as defined in current regulations published by the Secretary of State.	
RESPONSIBLE TO: Democracy & Data Manager	
RESPONSIBLE FOR (POSTS): None	
MAIN PURPOSE OF POST: <ul style="list-style-type: none">• To progress the process for handling requests for information under the Freedom of Information Act 2000, the Environmental Information Act 2004 and Subject Access Requests under the provisions of the Data Protection Act 2018 in an efficient and timely manner, ensuring full compliance with legislation.• To provide support to data requesters and staff at all levels.• To pay particular regard to all aspects of customer care, both internal and external and to ensure our customers' needs are met.	
SPECIFIC DUTIES OF POST: Freedom of Information requests (FOIs)/ Environmental Information Regulations (EIR) <ul style="list-style-type: none">• Provide assistance and guidance to requestors in order to discharge the Council's responsibilities.• Acknowledge requests and liaise with the relevant officers to obtain the information requested.	

- Triage requests to highlight information which is available under the Publication Scheme
- Ensure FOIs/ EIR are responded to within the timescales set out in the FOI/ EIR procedure and keep requestors informed if delays are likely to occur.
- Collate proposed responses received from departments, and through a detailed check, ensure that final responses are of a high standard and adhere to the requirements of the legislation, before dispatch
- Ensure that any exemptions/exceptions have been correctly applied and that all relevant information has been redacted prior to sending to the requestor, consulting with the DPO / DDPO where necessary.
- Consider whether a Public Interest / Prejudice test is required and if so undertake this in consultation with the DPO/ DDPO, where necessary
- Ensure FOI/ EIR enquiries are accurately recorded on the case management system
- Assist the Democracy & Data Manager in ensuring continuous improvement of the FOI/ EIR process
- Provide request data as required for corporate or departmental reporting that will ensure continuous improvement in our information governance processes.
- Update and maintain the FOI/ EIR disclosure log for publication on the Council's website.
- Support officers to add more information to the Council's Publication Scheme to reduce the number of FOI's/ EIR.
- Prioritise workload to ensure deadlines are met.
- Always ensure strict compliance with the Freedom of Information Act 2000, and the Environmental Information Act 2004 when dealing with requests
- Deal with all customer requests in a professional and courteous manner.
- Support the Data Protection Officer and Deputy Data Protection Officer with any referrals from the Information Commissioner, in particular gathering relevant case documentation.

Subject Access requests (SARs)

- Provide assistance and guidance to requestors in order to discharge the Council's responsibilities.
- Acknowledge requests and liaise with the relevant officers to obtain the information requested.
- Provide advice and support to officers on the statutory requirements of the Data Protection Act and disclosure requests.
- Ensure that sensitive cases are managed effectively and with care
- Ensure SARs are responded to within the timescales set out in the SARs procedure and keep requestors informed if delays are likely to occur or an extension will be required.
- Collate proposed responses received from departments, and through a detailed check, ensure that final responses are of a high standard and adhere to the requirements of the legislation, before dispatch
- Assist the Democracy & Data Manager in ensuring continuous improvement of the SAR process
- Prioritise workload to ensure deadlines are met
- Ensure that any exemptions/exceptions have been correctly applied and that all relevant information has been redacted prior to sending to the requestor, consulting with the DPO/ DDPO where necessary.
- Review all records prior to release, undertaking redactions where necessary and ensure all file releases comply with legislation.
- Ensure SARs are accurately recorded on the case management system.
- Deal with all customer requests in a professional and courteous manner.
- Support the Data Protection Officer and Deputy Data Protection Officer with any referrals from the Information Commissioner, in particular gathering relevant case documentation.

Other duties

- Champion information governance and data protection compliance across the Council and provide support to officers at all levels to ensure they understand their roles and responsibility for keeping information safe, accessible and meaningful.
- Under the direction of the Democracy & Data Manager, assist with election enquiries for local and general elections, including supporting the election process as required.

Corporate Requirements

- To carry out such duties as the line manager may, from time to time reasonably require.
- To carry out all duties in accordance with relevant legislation, Council policies, procedures and standards.
- To actively promote the Council's Corporate Equality Statement and demonstrate the standard of conduct which prevents discrimination taking place.
- To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policies and Procedures and all locally agreed safe methods of work.
- To share the council's commitment to safeguarding and promoting the welfare of children, young people and adults at risk as outlined in the CBC Safeguarding Policy.
- To ensure that all duties are carried out in compliance with both environmental legislation and a commitment to the Council's Environment Policy.

NOTE: The duties listed **are in general terms only and detailed variation in job content may be expected to occur.**

AMENDMENT DATE: November 2022

Signature:

CANDIDATE SPECIFICATION

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CHARACTERISTICS	ESSENTIAL	DESIRABLE
<p>SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties)</p>	<ul style="list-style-type: none"> • Ability to develop a working knowledge of Data Protection legislation within 1 year • Accuracy and attention to detail • Organisational skills • Proactive approach to work • Good written and verbal communication skills • Ability to identify and implement improvements to processes • Ability to prioritise work and plan ahead • Ability to follow procedures • Ability to proof read documents 	
<p>KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively e.g. of specific legislation or regulations)</p>	<ul style="list-style-type: none"> • Ability to develop a detailed working knowledge of the Freedom of Information Act, the Environmental Information Regulations, the Data Protection Act and related legislation within 1 year • Ability to develop a Detailed working knowledge of data request handling processes and other corporate administrative processes within 1 year 	<ul style="list-style-type: none"> • Knowledge of local government • Knowledge of liaison and responding to external bodies e.g. Information Commissioner or equivalent.
<p>QUALIFICATION/ TRAINING (Education/vocational qualifications and other training)</p> <p>VERIFICATION WILL BE REQUIRED</p>	<ul style="list-style-type: none"> • Good general level of education including Maths and English or equivalent experience. • Minimum 2 GCSE or equivalent A-C level in Maths & English • Ability to use Microsoft Office, particularly Word, Excel, Access and Outlook. • Willingness to complete a Data Protection Qualification (GDPR Practitioner Certificate or equivalent) 	

<p>EXPERIENCE</p> <p>(Level and type of previous experience)</p>	<ul style="list-style-type: none"> • Ability to develop experience of working on requests under the Freedom of Information Act, the Environmental Information Regulations and the Data Protection Act within 1 year. 	
<p>QUALITIES</p> <p>(Particular qualities necessary to carry out the works e.g. ability to work co-operatively in a team, use own initiative)</p>	<ul style="list-style-type: none"> • Committed to providing a high quality service. • Personable and approachable. • Demonstrates a “can do” attitude. • Flexible approach to work. • Ability to meet deadlines. • Good team player. • A positive attitude to learning. • Proactive in approach to work 	<ul style="list-style-type: none"> • Takes ownership of problems and identifies solutions or escalates as appropriate. • Demonstrates a willingness to undertake ongoing training and personal development.
<p>SPECIAL CONDITIONS</p> <p>(e.g. willingness to work unsocial hours or wear a uniform)</p>	<p>May be required to work flexibly to ensure sufficient cover of the work.</p>	