

## Kent County Council

### Job Description: *Information Access Officer*

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<b>Directorate:</b>	<b>Chief Executive's Department</b>
<b>Unit/Section:</b>	<b>Governance, Law &amp; Democracy Information Resilience &amp; Transparency Team</b>
<b>Grade:</b>	<b>KSD</b>
<b>Responsible to:</b>	<b>Information Governance Specialist</b>

### **Purpose of the Job:**

To facilitate the Council's compliance with information governance legislation by managing request caseloads and enquiries, with support from the Information Governance Specialists

To provide efficient and proactive administrative support to the Information Governance Manager and Information Governance Specialists

### **Main duties and responsibilities:**

- To recognise the various types of statutory requests for information received by the team: - These include but are not limited to:- requests for information under the Freedom of Information Act & Environment Information Regulations, Data Subjects' Rights under Art. 15 – 22 UK GDPR, and disclosure requests from other organisations such as the Police, CPS, other public and local government authorities for third party personal data, under other legislation.
- To undertake research to ascertain if the requested information is held using relevant KCC systems and databases such as MOSAIC, Liberi, Synergy, CALM, and other available tools and resources, such as the Disclosure Log, Publication Scheme, Records Retention Schedule, searches on Kent.gov.
- To identify the appropriate legislation that the request should be dealt under, ensuring appropriate consent, proof of ID, and/or legal bases (in the absence of consent) are satisfied first.
- Recording the request on KCC's case management system, and/or workstream trackers. Acknowledging the request and referring it to the appropriate officer(s)/operational unit(s) that are likely to hold the information for location and collation of information/response to use.

- Effective case management and responsibility for allocated requests for information, to ensure requests are processed within the statutory timescales (where relevant). Monitoring of cases, chasing teams and escalating as required to ensure compliance.
- To undertake pre-disclosure safety checks (e.g. check for hidden data in spreadsheets, and that redactions have been applied effectively) and where necessary, redact documents appropriately where other individuals' right to confidentiality has to be protected. Ensure records are clear, concise and complete before the responses are returned to applicants.
- Preparation of response to the customer, ensuring replies meet appropriate quality standards including correct application of exemptions and exceptions and other requirements by law, so there is a clear audit trail, and the risks to KCC of adverse publicity, legal challenge or adverse finding by the Information Commissioner are minimised.
- To recognise complaints and progress in accordance with KCC policy and protocols; logging, acknowledging and referring to the relevant operational teams for comment and then compilation of complaint response within corporate timescales.
- Provide mailbox duty cover on a rota basis as and when required to ensure all enquiries and correspondence are dealt with in a timely manner.
- First point of contact for members of the public who are enquiring about access to information, answering routine queries and/or forwarding accurate messages to the correct officer to ensure that all customers are dealt with promptly and appropriately, and with diplomacy and discretion.
- First point of contact for employees and Members seeking advice and assistance in understanding, applying or complying with legislation
- Maintenance of office records to ensure that all files (both paper and electronic) are easily accessible and information can be retrieved quickly, and that records are retained and destroyed in accordance with KCC's retention schedule, and where applicable, stored in compliance with Data Protection requirements.
- To ensure that all other incoming and outgoing correspondence for the Information Resilience & Transparency Team is dealt with appropriately and at the right time by preparing letters, memoranda and other documents, collating or originating material when required.
- To attend and minute meetings as requested and collate statistics of requests for information and complaints if required.
- To undertake relevant training as instructed by your line manager.

- To work as part of team to ensure that compliance with legislation is not compromised by the absence of any one individual and that advice and assistance is available to all.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

# Kent County Council

## Person Specification: *Information Access Officer*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	2 GCSEs (C / 4 or above) in English & Mathematics <i>or equivalent</i> (e.g.: Administrative or Customer Services NVQ Level 2)
<b>EXPERIENCE</b>	Experience of working in a busy customer facing environment
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Customer-focussed, with good level of customer care skills</li><li>• Good interpersonal skills and the ability to communicate with people on all levels</li><li>• Skilled user of Microsoft Office software, particularly Word, Excel, Outlook, SharePoint.</li><li>• Ability to produce accurate, informative and easily understandable letters, documents, memos, reports and statistics using Microsoft Office packages</li><li>• Case Management</li><li>• Ability to work independently on own initiative and organise personal workload to achieve agreed deadlines</li><li>• Ability to work cooperatively as part of a virtual cross-directorate team</li><li>• Confidentiality and discretion</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Comprehensive understanding of data protection legislation (UK GDPR &amp; Data Protection Act 2018), Freedom of Information Act 2000 and Environmental Information Regulations 2004.</li><li>• Knowledge of Local Government and its responsibilities</li><li>• Knowledge of social care and educational systems – MOSAIC, Liberi, Synergy.</li></ul>

<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>
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