

Directorate:	Strategic & Corporate Services
Division:	Governance, Law & Democracy, Information Resilience & Transparency Team
Location:	Maidstone
Grade:	KR6
Responsible to:	Information Governance Manager

Purpose of the Job:

To provide efficient and proactive administrative support to the Information Governance Manager ensuring the smooth running of the Unit and maximising the level of services delivered.

Main duties and responsibilities:

- To assist the Information Governance Manager in their duty to ensure that the KCC complies with Access to Information legislation (General Data Protection Regulation / the Data Protection Act 2018, the Freedom of Information Act 2000, the Environmental Information Regulations 2004, the Re-use of Public Sector Information Regulations 2005)
- To recognise formal requests for information, logging them on the relevant database and/or spreadsheets and acknowledging them. Refer the request to the appropriate officer(s)/operational unit(s) for collation of information, tracking and monitoring progress to ensure compliance within statutory timescales.
- For subject access requests, undertake research using relevant information systems and enquiries with service units to determine if the data subject is known and to identify the appropriate route for the request. Ensure relevant consent and proof of ID is obtained.
- For third party requests for personal data, ascertain if information sharing is lawful without consent, liaising with managers and Office of General Council where necessary, to determine what information can legally be provided and what withheld on what grounds.
- For archive records, locate, collate and copy information, ensuring records are clear and complete before the responses are returned to applicants. Redact documents appropriately where other individuals' right to confidentiality has to be protected.
- Preparation of draft responses to the customer ensuring responses meet appropriate quality standards, 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 record and deal with requests from local authorities and other organisations for information about individuals (and their families) who may be working with children and vulnerable adults (background checks). To ensure that consents and fees have been collected as appropriate and provide a timely response

- 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 in a system which ensures 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 provide appropriate background material/support papers/statistics/agenda for meetings/reports as directed or on own initiative. To attend and minute meetings as requested. To create and maintain records and statistics of requests for information and complaints using spreadsheets and/or databases on request.
- To manage the team's budget, including procurement of goods and services, payment of invoices, banking fees received, booking travel and hotel arrangements, arranging training and maintaining the budget spreadsheet.
- To maintain relevant pages on the KNet, KELSI and KCC's web-site and prepare presentations and reports as directed
- 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.

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

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

CRITERIA	MINIMUM
Qualifications	<ul style="list-style-type: none"> 2 GCSEs (C grade or above) in English & Mathematics or <i>equivalent</i> (e.g.: Administrative or Customer Services NVQ Level 2)
Experience	<ul style="list-style-type: none"> Experience of working in a busy customer facing environment
Skills & Abilities	<ul style="list-style-type: none"> Customer-focussed, with good level of customer care skills Good interpersonal skills and the ability to communicate with people on all levels Skilled user of Microsoft Office software, particularly Word, Excel and Outlook. Familiarity with Access and PowerPoint. Ability to produce accurate, informative and easily understandable letters, documents, memos, reports and statistics using Microsoft Office packages Ability to work independently on own initiative and organise personal workload to achieve agreed deadlines Ability to introduce and maintain filing systems Ability to assist with the arrangement of a variety of events e.g. organising conferences, training courses and seminars. Ability to work cooperatively as part of a virtual cross-directorate team Confidentiality and discretion
Knowledge	<ul style="list-style-type: none"> Comprehensive understanding of data protection legislation, Freedom of Information Act 2000 and Environmental Information Regulations 2004. Comprehensive understanding of Swift, Liberi, Early Help and other systems

Behaviours and Kent Values	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <ul style="list-style-type: none"> • Recognises internal colleagues as customers • Is friendly and approaches customers (internal and external) with confidence, respect and sensitivity. • Uses simple, straightforward language in correspondence and adapts communication style to suit internal and external customer needs. • Stays focussed on tasks and understands why achievement is important • Adopts a positive “can do” attitude to problems, but is willing to ask for help when unsure. • Helps (virtual) team members who are overloaded to meet corporate goals.
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