



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Information Requests Specialist

Grade:

Reports to: Information Requests Team Manager

Responsible for: n/a

Directorate and Service area: Customer & Governance (Legal) – Information Governance Team

Purpose of the job

- To assist in the delivery of an efficient, informed and fully compliant information request handling operation on behalf of the organisation, undertaking operational day-to-day activities of the Information Requests Team under information legislation: Freedom of Information Act 2000 (FOIA); Environmental Information Regulations 2004 (EIR), Re-use of Public Sector Information and ukGDPR/Data Protection Act 2018 and the Local Government Transparency Code
- To provide expert advice and guidance on Freedom of Information and other Access to Information legislation both internally and externally on behalf of the organisation

Principal responsibilities

1. Be part of an efficient and effective information request handling function on behalf of the authority, ensuring all governance requirements are fully adhered to at all times, and all requests are handled in accordance with statutory obligations, codes of practice and internal policies. Thereby minimising areas of non-compliance and resultant reputational risk and providing excellent customer service to all internal and external stakeholders.

2. Receive and process requests for complex and sensitive information in delicate situations, using decision making skills and redaction tools to ensure responses are correctly issued and within the realms of the legislation
3. Facilitate the lawful sharing of the organisation's data with third parties or between internal directorates
4. To provide information governance advice across the organisation in relation to Freedom of Information Act (FOIA), Environmental Information Regulations (EIR), and Subject Access Requests (SARs). To include senior managers and all staff, external stakeholders and councillors, to ensure they are aware of and know how to recognise and comply with their individual legal responsibilities
5. Assist the Information Requests Team Manager to carry out internal reviews, and also manage and respond to complaints made by the public via the Information Commissioner's Office (ICO)
6. Assist with the collation of team performance data and other statistical reports. Contribute towards team strategies to further improve performance and gain efficiencies
7. Input to the development and implementation of strategies, policies and training material in relation to information governance to ensure the team and the wider council are aware of procedures to ensure statutory processes are followed
8. Take personal responsibility for keeping up to date with changes in relevant legislation and best practice, ICO decision notices and tribunal decisions in order to take decisions relating to the interpretation, scope and outcomes of information requests including the application of exemptions to disclosure
9. Stand in for the Information Requests Team Manager to represent the Council at information governance meetings and events (both locally and nationally) to promote the council's view on information governance issues and acquire updated knowledge and best practice on behalf of the organisation
10. To support the Information Requests Team Manager, working with directorates to ensure the timely publication of information required under the Local Government Transparency Code and the council's Publication Scheme. To identify and assist with the proactive publication of any data which may fall under open data

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	English and Maths GCSE Grade 4 or above (or equivalent) NVQ Level 3 in Business Administration or equivalent experience	A recognised professional qualification eg. Freedom of Information Practitioner (or a willingness to achieve such a qualification)

Attributes	Essential criteria	Desirable criteria
Experience and Knowledge	<ul style="list-style-type: none"> • Awareness or knowledge of subject matter and understanding of FOIA, EIR, Local Government Transparency Code and Subject Access Requests • Awareness of the workings of the Information Commissioner's Office, in terms of its role and the sanctions it can apply etc • Dealing with highly sensitive and confidential information in a competent and mindful manner • Working with members of the public / stakeholders / customer service skills 	<ul style="list-style-type: none"> • Experience in request handling under information legislation, having theoretical, practical and procedural knowledge in all types of requests • Recent experience of working in a similar role in a large, complex organisation, preferably within the public sector (eg. other Councils, the NHS etc)
Ability and Skills	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills; verbal, written/presentation and listening. Ability to present information in an accessible format • Ability to build effective relationships within and outside of the organisation • Ability to liaise, advise and negotiate with colleagues and information owners concerning the release of data • Excellent organisational skills with the ability to manage multiple tasks and requests, and to prioritise workloads with tight and conflicting deadlines and make judgements with minimum supervision • Ability to remain calm and work well in a pressured environment 	

Attributes	Essential criteria	Desirable criteria
	<ul style="list-style-type: none"> • The ability to use business systems and IT efficiently and effectively 	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Good team worker with the ability to work as part of a team and to support others in the delivery of team success.</p> <p>Ability to make decisions independently.</p> <p>Ability to maintain high levels of performance under challenging conditions.</p>	