

Job Description

Job Title	Senior Information Officer
Directorate	City Law & Governance
Service Area	Information Governance
Grade	7
Competency Level	2
Salary	£38,223 - £43,421
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	

Job Purpose

To support the City Council's information governance service including support to officers of the Council to deliver a high quality and effective service which meets all statutory requirements and best practice and provide guidance on the relevant law.

To support the operational Data Protection Officer for the City Council.

Directly Responsible For:

Not Applicable.

Directly Responsible To:

Principal Information Governance Manager and DPO.

Main Areas of Responsibility:

- Support all aspects of information governance identifying and adopting best practice and ensuring the Council complies with relevant legislation and guidance
- Support training for staff across the Council to ensure all staff are aware of the basic requirements and at advanced levels where required and supporting a compliance culture. Includes ensuring a level of awareness across the organisation of essential statutory requirements
- Respond to information requests from receipt to completion largely autonomously and in accordance with all statutory obligations, codes of practice and guidance thereby minimising the reputational risk of noncompliance
- Build an effective network of contacts including senior staff enabling the smooth processing of requests
- To advise in the provision of information and guidance in relation to retention process and compliances with individual rights of access
- Respond to requests for the exercise of other individual's rights under data protection law
- To provide advice in respect of the City Council's Information Governance arrangements including compliance with the Data Protection Act 2018, Freedom of Information Act 2000, Environment Information Regulations 2004 requests and Regulation of Investigatory Powers Act 2000

- Conduct internal reviews in line with procedures and guidance
- To advise third party organisations through the provision of technical guidance as required by the contractual commitments of the Information Governance Service
- When complaints are made, respond to the Information Commissioner's Office in its capacity as regulator
- Undertake any other duties commensurate with the grade in relation to posts of this nature

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the Council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Explore different options for funding and income generation as directed by the Principal Information Governance Manager and DPO

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the Council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Work experience demonstrating graduate level ability (A)
- Qualification or evidence of professional training and/ or experience in the administration of compliance with Freedom of Information and Data Protection legislation (A)

Desirable

- Qualification or evidence of professional training and/ or experience of the Regulation of Investigatory Powers process and associated surveillance activities
- Qualification in Records Management
- Demonstrable evidence of successful project management within a statutory framework

Experience

Essential

- Knowledge of information governance best practice and law as it applies to local authorities, including decision making and governance (I/A)
- Experienced in the understanding of, and practical experience of applying the Data Protection Act, UK General Data Protection Regulation, the Freedom of

Information Act, and other related legislation, standards and codes of practice (I/A)

- Sound knowledge of records management and information governance requirements and procedures within the public sector including an understanding of how Information Governance relates to ICT systems (I/A)
- Experience of developing Information Governance policies, procedures, and guidance (I/A)
- Experience of conducting and assessing Data Privacy Impact Assessments and using the learning from Data Breaches to improve Data Protection Compliance (I/A)
- Ability to maintain accurate, methodical records (I/A)

Desirable

- Experience of carrying out data protection or similar audits and drafting formal documentation and reports
- Ability to make, support, and justify complex and high impact governance decisions, clearly explaining reasoning
- Knowledge of transparency requirements across the Local Government
- Knowledge in respect of confidentiality as specified in the Caldicott Principles and Human Rights Act

Skills/Abilities

Essential

- Highly effective written, oral and presentational skills (I/A)
- Highly effective interpersonal skills when dealing face to face and by telephone with officers, elected members and general public (I/A)

- Ability to organise time and meet deadlines, with the ability to process casework using appropriate IT applications (I/A)
- Highly competent at using MS office packages including outlook, word, excel, teams (A)
- Maintaining strict confidentiality at all times (I)
- Ability to work within established procedures and guidelines (I)
- To actively promote and advance diversity and inclusion and challenge inequality in the Information Governance Service and City Council (I)
- Ability to build and maintain positive and effective relationships with range of agencies, including Schools (I/A)
- Ability to exercise a high level of accuracy and attention to detail in a challenging environment of conflicting priorities (I/A)

Desirable

- Ability to recognise where change is needed, to embrace and create an enthusiasm for change and to work effectively with others to deliver outcomes
- Experience of working in a political environment and demonstrate tact, diplomacy and political acumen when working with members of different political parties, groups and individuals to deliver the Council's priorities

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Flexibility for working outside normal working hours
- Attendance at external meetings and conferences

Other

Essential

- Ability to work effectively with managers and staff at all levels, quickly establishing and building effective working relationships (I)
- Frequent requirement for concentration and close attention to detail (I)
- Encourages and supports new and more effective ways of working (I)
- Contributes to open and constructive discussions in the delivery of the Information Governance Service (I)
- Communicates in an effective, efficient and respectful manner (I)