

Job Description and Person Specification

Role: SAR Processing Officer



Job Description

Job Title	Subject Access Request Processing Officer
Grade	5
Service	Information Governance
Reports to	Head of Governance
Location	Council House
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

1. Support the Information Governance Team in providing a service to the Council, its Directorates and Service Areas in relation to the disclosure of Social Care Subject Access Requests.
2. Support the Head of Information Governance in the development, implementation and operation of disclosure processes within the team in order to ensure the delivery of information within agreed timescales and maximise the efficient use of available resources.

Main Duties & Key Accountabilities

Core Knowledge

1. Act as initial point of contact for all Data Subject Access Requests (DSAR's) received into Children's Social Care Services and Adult Social Care Services.
2. Ensure appropriate redactions / exemptions are applied as outlined in the Data Protection Act 2018.
3. Liaise with customers both in writing and face to face, whilst ensuring complex DSAR's are managed appropriately within the legal timeframes.
4. Manage and maintain a SAR log register.
5. Support compliance with both the Data Protection Act 2018, UK GDPR and the Freedom of Information Act 2000 requirements in the preparation and disclosure of client records.
6. Produce reports and information summaries on completed SARs
7. Draft documentation including letters, reports and compile documents and records.
8. Identify and obtain relevant electronic and hard copy documents.

9. Use of general and internal IT packages.
10. To contribute to your own training and development needs - self-motivated research, analysis and continued updating of legal knowledge relating to SAR disclosure and IG.
11. To carry out work with a high degree of confidentiality using appropriate security measures and processes.
12. To conduct all work in accordance with departmental and corporate performance standards in order to maintain a standard of excellence.
13. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Data subjects	Internal Colleagues in the Information Governance Team and Legal Services as well as in other services who hold personal data, including Children's Services
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Person specification

Job Evaluation Code	
Knowledge	
A good knowledge and understanding of local government and administrative law, including the changes facing local authorities.	
Knowledge and understanding of office procedures relevant to a busy Legal office.	
Theoretical and practical understanding of the Freedom of Information Act, the Data Protection Act and UK GDPR.	
A working knowledge of IT applications and systems, with knowledge of redaction tools an advantage.	
Knowledge and understanding of information law.	
Skills and Abilities	
Ability to draft documentation including, letters, reports and compilation documents.	
Ability to redact documents in accordance with the Data Protection Act 2018/UK GDPR.	
Able to demonstrate a clarity of thought and expression and be able to communicate effectively both orally and in writing.	
Able to give good, sound, pragmatic, concise and clear advice to colleagues, officers in other departments, and clients.	
Have a proficient level of skill and expertise in information law that relates to the disclosure of personal data.	
Proven ability to plan, organise and manage workload with efficiency and economy meeting agreed timescales.	
Ability to work with a high degree of confidentiality using appropriate security measures and processes.	
Capable of working enthusiastically as a member of a team.	
Able to evaluate personal development needs in relation to corporate and service priorities and customer requirements.	
The ability to maintain a high degree of confidentiality.	

An understanding of the Data Protection Act 2018/GDPR in relation to requests for information from the public.
Customer focussed, understand the nature of local government in-house Information Governance service and can develop and maintain a good working relationship with external partners including the police.
Experience
Experience in Redaction is essential- minimum one year.
Experience of using Adobe Pro and or Foxit redaction software.
Extensive experience dealing with the full lifecycle of SAR requests.
A track record of meeting strict deadlines and timescales.
Experience of working in an in-house local government IG Service or other equivalent experience.
Qualifications
Special Requirements
Ability to deal with extremely sensitive personal data which may be of a distressing nature.

Date Created	July 2023	Date Reviewed	July 2023
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