

Job Description and Person Specification

Information Governance Assistant

Job Details	
Grade	GRD4
Service	Information Governance
Location	Council House, Coventry
Job Evaluation Code	P1329D

About Coventry City Council

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:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

As an Information Governance Assistant, you will play a pivotal role in managing and safeguarding data in accordance with relevant legislation. You will ensure Coventry City Council's adherence to the Data Protection Act, UK GDPR, and other information rights laws. Your expertise will support the provision of accurate information to individuals and external organisations, while maintaining confidentiality and data integrity. You will also contribute to the continuous improvement of our information governance practices, fostering trust and compliance within our diverse community.

Main Duties & Key Accountabilities

Assisting Information Governance, SAR Processing and Legal Officers with providing information to individuals and external organisations, including the Police, to ensure legislative compliance
Managing requests for information by logging them accurately, allocating to the correct owners, and supporting the council's duties regarding individual rights to information
Collaborating with information owners to meet deadlines and communicating any concerns to the Information Governance Manager that may impact the council's obligations
Offering guidance on straightforward Information Governance inquiries and escalating complex issues to the appropriate authority
Processing Freedom of Information, Subject Access and Information Security Requests, including follow-ups, drafting responses, and maintaining accurate logs
Executing file searches, handling microfiche, and scanning documents for Police disclosures or Subject Access Requests
Supporting daily tasks of Information Governance, Legal and SAR Processing Officers to facilitate smooth operations within the team
Maintaining records and documentation to demonstrate compliance with Information Governance legislation and standards
Coordinating appointments for the Information Governance Team with external stakeholders, ensuring effective communication and collaboration
Enhancing personal understanding of current and emerging Information Governance legislation, standards, and best practices to contribute to the team's expertise
Fostering positive relationships with both internal and external customers by continuously improving the quality of customer service provided
Representing the Information Governance Team at internal meetings and liaison groups, and undertaking additional duties as required within the salary grade range

Key Relationships

External:	Members of the public, current and former service users, other public sector partners including Police, health services and schools
Internal:	Council employees and services

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.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

None

Person Specification

Requirements

Knowledge

Have comprehensive knowledge of data protection, UK GDPR, freedom of information, environmental information regulations, and related privacy legislation

Possess an understanding of information management, including privacy, disclosure, and redaction issues

Be aware of legal and regulatory frameworks for record-keeping in all formats and committed to equal opportunities

Skills And Ability

Be proficient in using office software including spreadsheets, word processing, and presentation tools

Be able to summarise and present information using graphs, tables, and reports effectively

Possess excellent interpersonal and communication skills, both oral and written, for clear and concise information exchange, including with senior colleagues and customers

Be able to collaborate within a team, maintain

	constructive relationships, and work with minimal supervision
	Be able to work under pressure, manage workload to meet deadlines, and maintain confidentiality
Experience	Be experienced in information governance or a related field that meets legislative requirements
	Have a background in clerical and administrative work with a focus on delivering high-quality customer service