

Job Description and Person Specification

Subject Access Request Processing Officer

Job Details

Grade	5
Service	Information Governance
Location	Council House
Job Evaluation Code	

Coventry City Council 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:

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

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.

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			
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.			
Ensure appropriate redactions / exemptions are applied as outlined in the Data Protection Act 2018.			
Liaise with customers both in writing and face to face, whilst ensuring complex DSAR's are managed appropriately within the legal timeframes.			
Manage and maintain a SAR log register.			
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.			
Produce reports and information summaries on completed SARs.			
Draft documentation including letters, reports and compile documents and records.			
Identify and obtain relevant electronic and hard copy documents.			
Use of general and internal IT packages.			
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.			
To carry out work with a high degree of confidentiality using appropriate security measures and processes.			
To conduct all work in accordance with departmental and corporate performance standards in order to maintain a standard of excellence.			
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

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.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

N/A

Person Specification

Requirements

Knowledge	A good knowledge and understanding of local government and administrative law, including the changes facing local authorities.
Knowledge	Knowledge and understanding of office procedures relevant to a busy Legal office.
Knowledge	Theoretical and practical understanding of the Freedom of Information Act, the Data Protection Act and UK GDPR.
Knowledge	A working knowledge of IT applications and systems, with knowledge of redaction tools an advantage.
Knowledge	Knowledge and understanding of information law.
Skills And Ability	Ability to draft documentation including, letters, reports and compilation documents.
Skills And Ability	Ability to redact documents in accordance with the Data Protection Act 2018/UK GDPR.
Skills And Ability	Able to demonstrate a clarity of thought and expression and be able to communicate effectively both orally and in writing.

Skills And Ability	Able to give good, sound, pragmatic, concise and clear advice to colleagues, officers in other departments, and clients.
Skills And Ability	Have a proficient level of skill and expertise in information law that relates to the disclosure of personal data.
Skills And Ability	Proven ability to plan, organise and manage workload with efficiency and economy meeting agreed timescales.
Skills And Ability	Ability to work with a high degree of confidentiality using appropriate security measures and processes.
Skills And Ability	Capable of working enthusiastically as a member of a team.
Skills And Ability	Able to evaluate personal development needs in relation to corporate and service priorities and customer requirements.
Skills And Ability	The ability to maintain a high degree of confidentiality.
Skills And Ability	An understanding of the Data Protection Act 2018/GDPR in relation to requests for information from the public.
Skills And Ability	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	Experience of using Adobe Pro and or Foxit redaction software.
Experience	Extensive experience dealing with the full lifecycle of SAR requests.
Experience	A track record of meeting strict deadlines and timescales.
Experience	Experience of working in an in-house local government IG Service or other equivalent experience.
Qualification	
Special Requirements	Ability to deal with extremely sensitive personal data which may be of a distressing nature.

Declaration			
Reviewed/Created By:	Head of Governance		
Job Title:	Subject Access Request Processing Officer	Date:	August 2025