

Job Description and Person Specification

Information Governance Assistant

Job Details	
Grade	4
Service	Information Governance
Location	Council House
Job Evaluation Code	P1329D

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose

To undertake the activities required to support the Information Governance Team in ensuring that the Council's responsibilities in the following areas are being met:

- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Freedom of Information Act 2000
- Environmental Information Regulations 2004
- Corporate Records Management
- Information sharing
- Re-use of Public Sector Information
- Privacy legislation such as the Human Rights Act 2000 and Regulation of Investigatory Powers Act 2000
- Any other duties or responsibilities that may arise from future legislation regarding information governance.

Main Duties & Key Accountabilities

To support the Information Governance Officers and Legal Officer in the provision of information to individuals and external organisations such as the Police to comply with appropriate legislation and in carrying out their daily duties.

Collate and provide the weekly FOI management report to the Strategic Management Board and Corporate Leadership Team.

Provide statistical and performance information on data breaches and issues relating to data protection and freedom of information for senior management. Analyse data to identify and present trends in data incidents and frequent freedom of information requests and identify remedial action and process improvements.

To manage and process requests for information received by the Information Governance team by ensuring that they are accurately recorded and allocated to the appropriate information owners.

To liaise with the information owners to ensure that statutory deadlines are met and to alert the Head of information Governance of any issues of concern which would affect the Council's ability to fulfil its duties in respect of individual's rights to information.

To provide advice and guidance to internal and external customers on straightforward information governance queries.

Process requests for FOI, SAR and ISR, formulating and sending responses to requesters and ensuring registers are kept accurate and up to date, identifying and notifying the Head of Information Governance of any issues.
Maintain strict confidentiality and impartiality when handling highly sensitive and sometimes distressing information in the process of conducting file searches, microfiche and scanning documents for Police disclosure and SARs.
To maintain the records and documentation required to ensure compliance with the appropriate legislation for information governance.
To assist the Information Governance Officer in maintaining and updating the Council's Publication Scheme, the Disclosure Log and information governance advice on the internet and the intranet.
To arrange appointments for members of the Information Governance Team with external stakeholders such as the Police.
Develop own knowledge of current and emerging legislation, standards, guidance and best practice in relation to information governance.
Help maintain positive relations with internal and external customers through continuous improvement in the provision of excellent customer service.
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Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	Members of the public Current and former service users Other public sector partners including Police, health services, schools	Internal:	Council employees and services

Standard Information
<p>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.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Sufficient knowledge of the issues, concepts and application of the Data Protection Act 2018, UK General Data Protection Regulation (UK GDPR), the Freedom of Information Act 2000, Environmental Information Regulations 2004 and any other legislation relating to an individual's right to information, to support the Team in ensuring organisational compliance.
Knowledge	Understanding of the issues, concepts and requirements of managing information including the wider issues such as privacy legislation, disclosure and redaction.
Knowledge	Awareness of the legal and regulatory environments governing obtaining, holding, recording, using and storing records in all physical and electronic formats.
Knowledge	Understanding of, and commitment to, equal opportunities. This includes an awareness of customer needs, including those with specific language or capability needs.
Skills And Ability	Proficient in the use of spreadsheet, word processing and presentation packages.
Skills And Ability	Ability to summarise numerical, performance and written information in graphs, tables and reports.
Skills And Ability	Excellent oral and written communication skills.

Skills And Ability	Ability to work as part of a team, developing and maintaining constructive working relationships.
Skills And Ability	Good inter-personal skills with the confidence to deal with senior colleagues and customers.
Skills And Ability	Ability to work well under pressure, manage own workload with the minimum of supervision and to meet statutory deadlines.
Skills And Ability	Ability to maintain confidentiality as standard working in an information protection and security focussed team.
Skills And Ability	Ability to sustain neutrality and a level of detachment when processing information of a sensitive nature.
Experience	Experience in the field of information governance or another field related to meeting legislative requirements.
Experience	Experience in clerical and administrative work to deliver a customer service.
Educational	Demonstrate commitment to continuing personal and professional development.
Qualification	A good standard of general education, including qualifications in English and mathematics.
Special Requirements	None

Declaration			
Reviewed/Created By:	Adrian West		
Job Title:	Head of Governance	Date:	April 2025