



Coventry City Council

## Job Description

<b>Job Title:</b>	Information Governance Assistant	<b>Job Number:</b>	P1329D
<b>Service:</b>	Information Governance	<b>Post Number:</b>	
<b>Location:</b>	Council House	<b>Grade:</b>	4

### 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.

### 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
- General Data Protection Regulation (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 and Responsibilities:

1. To support the Information Governance Officers and Legal Officers 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.
2. Collate and provide the weekly FOI management report to the Strategic Management Board and Corporate Leadership Team.
3. 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.
4. 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
5. 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.

7. To provide advice and guidance to internal and external customers on straightforward information governance queries.
  8. 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.
  9. 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.
  10. To maintain the records and documentation required to ensure compliance with the appropriate legislation for information governance.
  11. 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.
  12. To arrange appointments for members of the Information Governance Team with external stakeholders such as the Police.
  13. Develop own knowledge of current and emerging legislation, standards, guidance and best practice in relation to information governance.
  14. Help maintain positive relations with internal and external customers through continuous improvement in the provision of excellent customer service.
  15. Represent the team at internal meetings and liaison groups as required.
  16. Any other duties and responsibilities within the range of the salary grade.
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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

**Responsible for:** N/A

**Responsible to:** Head of Information Governance

**Date Reviewed:** August 2018

**Updated:** February 2021



Coventry City Council

## Person Specification

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Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>Sufficient knowledge of the issues, concepts and application of the Data Protection Act 2018, General Data Protection Regulation (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.</li> </ul>
	<ul style="list-style-type: none"> <li>Understanding of the issues, concepts and requirements of managing information including the wider issues such as privacy legislation, disclosure and redaction.</li> </ul>
	<ul style="list-style-type: none"> <li>Awareness of the legal and regulatory environments governing obtaining, holding, recording, using and storing records in all physical and electronic formats.</li> </ul>
	<ul style="list-style-type: none"> <li>Understanding of, and commitment to, equal opportunities. This includes an awareness of customer needs, including those with specific language or capability needs.</li> </ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>Proficient in the use of spreadsheet, word processing and presentation packages.</li> </ul>
	<ul style="list-style-type: none"> <li>Ability to summarise numerical, performance and written information in graphs, tables and reports.</li> </ul>
	<ul style="list-style-type: none"> <li>Excellent oral and written communication skills.</li> </ul>
	<ul style="list-style-type: none"> <li>Ability to work as part of a team, developing and maintaining constructive working relationships.</li> </ul>
	<ul style="list-style-type: none"> <li>Good inter-personal skills with the confidence to deal with senior colleagues and customers.</li> </ul>
	<ul style="list-style-type: none"> <li>Ability to work well under pressure, manage own workload with the minimum of supervision and to meet statutory deadlines.</li> </ul>
	<ul style="list-style-type: none"> <li>Ability to maintain confidentiality as standard working in an information protection and security focussed team.</li> </ul>
	<ul style="list-style-type: none"> <li>Ability to sustain neutrality and a level of detachment when processing information of a sensitive nature.</li> </ul>

<b>Experience:</b>	<ul style="list-style-type: none"><li>• Experience in the field of information governance or another field related to meeting legislative requirements.</li></ul>
	<ul style="list-style-type: none"><li>• Experience in clerical and administrative work to deliver a customer service.</li></ul>

<b>Educational:</b>	<ul style="list-style-type: none"><li>• A good standard of general education, including qualifications in English and mathematics.</li></ul>
	<ul style="list-style-type: none"><li>• Demonstrate commitment to continuing personal and professional development.</li></ul>

<b>Special Requirements:</b>	<ul style="list-style-type: none"><li>• None</li></ul>
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**Date Reviewed:** August 2018

**Updated:** February 2021