

JOB DESCRIPTION

Post Title: Data Protection and Information Governance Assistant		Director/Service/Sector		Office Use
Grade: 4		Workplace: County Hall		JE ref: 2975 HRMS ref:
Responsible to: Information Governance Officer		Date: May 2024	Manager Level: No	
Job Purpose: The role will be to assist the Information Governance Team in providing an efficient and effective service, ensuring that Northumberland County Council is compliant with the UK GDPR, Data Protection Act 2018, Freedom of Information Act 2000 and other legislative requirements and relevant Codes of Practice to prevent in excess of 5000 Officers from breaching legislation and prevent against substantial fines by the misuse of the information held by the Council. The work will directly impact upon service users and the public by ensuring their data is held securely and that information they seek is made available appropriately.				
Resources	Staff	None		
	Finance	Shared responsibility in the collection of monies for legislative payments.		
	Physical	Responsible for the receipt, transmission and storage of all personal information provided for Freedom of Information and Data Protection requests. Administration of IT systems for the Freedom of Information requests, Subject Access requests, Schedule 2 requests and responses.		
	Clients	Interact with and influence where appropriate Senior Managers and immediate colleagues across all services, members of the public, stakeholders and suppliers.		
Duties and key result areas: <ol style="list-style-type: none">1. Ensuring that Schedule 2 disclosure requests under the Data Protection Act are verified, authorised and lawfully responded to.2. Ensuring all departments and staff process their electronic and paper-based information lawfully and securely.3. Managing the process for the receipt, recording, allocation and response to Freedom of Information requests and Subject Access requests received by the Council.4. Identifying and expediting data protection and freedom of information issues that need addressing.5. Dealing with complex issues from members of the public who have queries and/or complaints about data protection or freedom of information issues.6. Co-ordinate cross-service Freedom of Information requests, querying where irregularities show.7. Undertaking and monitoring compliance audits to ensure staff comply with data protection policies and procedures.8. Provide comprehensive statistical information in relation to Freedom of Information and Subject Access requests.9. Promoting data protection and freedom of information across the organisation through awareness, training, and communication.10. Maintaining a register of information assets, retention schedules, privacy notices and data sharing agreements, to ensure that the Council is aware of what information we hold and who we share it with in accordance with the Data Protection Act.11. Undertake other duties in the absence of the Data Protection Officer, Information Governance Specialists and Information Governance Officer when appropriate.12. Provide advice and support to Link Officers responsible for Freedom of Information compliance in their respective service areas.13. Assist in investigating data breaches/security incidents and follow-up on lessons learnt.14. Maintaining audit standards for personal data handling and information security activity to ensure adherence to internal Council policies and procedures. The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.				

Work Arrangements

Transport requirements:

Working patterns:

Working conditions:

Travel to other work sites, area offices or training venues throughout the County and occasionally further a-field.

Normal office hours. Flexible working will apply.

Usually office based

PERSON SPECIFICATION

Post Title: Data Protection and Information Governance Assistant		Director/Service/Sector:	Ref: 2975
Essential	Desirable		Assess by
Knowledge and Qualifications			
<ul style="list-style-type: none">• Good general level of education including GCSE Grade C, or equivalent in 4 subjects, including Maths and English.• NVQ Level 3 or equivalent in business administration or other relevant subject.• Comprehensive knowledge of legislation relating to Data Protection and Freedom of Information within local government.• ECDL.	<ul style="list-style-type: none">• NVQ Level 4 or equivalent in business administration or other relevant subject.• Comprehensive understanding of legislation relating to all information governance areas within local government.• Professional Certificate in Data Protection/Freedom of Information.• Understanding of Government regulations such as those required by the Information Commissioners Office.	(a)	
Experience			
<ul style="list-style-type: none">• Previous experience in handling Freedom of Information, Subject Access Requests and Schedule 2 requests.• Dealing with members of the public who may be difficult/aggressive.• Experience of working with computerised systems.• Experience in office administration.	<ul style="list-style-type: none">• Experience of working with specific systems/software ie iCasework, Oracle, Microsoft 365• Experience of dealing with other Information Governance matters ie Data Breaches, Security, CCTV.	(a)	
Skills and competencies			
<ul style="list-style-type: none">• An ability to maintain complete confidentiality.• Ability to deal with angry, upset and demanding individuals and diffuse difficult situations.• An ability to analyse information and make recommendations to lead officers.• Ability to work under pressure, meet tight deadlines and have strategies to cope with stress.• Ability to make balanced judgements producing reports up to senior management level where necessary.• Ability to work as part of a team to meet service objectives.• Excellent communication and interpersonal skills, including tact, diplomacy and ability skills, as there is a requirement to produce well-constructed policies and procedures as well as oral and written reports.• Methodical and accurate.• Excellent organisational skills and ability to adjust own work priorities to assist colleagues in meeting team priorities.• IT skills and knowledge of a range of applications including the full suite of Microsoft products.• Keyboard skills.			(a) & (i)

Physical, mental and emotional demands <ul style="list-style-type: none"> • Honesty, integrity, and ability to deal with confidential and sensitive data. • Generally works from a seated position without regular need to walk, bend or carry items. • Need to maintain general awareness, with lengthy periods of enhanced concentration. • Works without general supervision. • Uses discretion in identifying and resolving complex problems and queries. • Exercises substantial personal responsibility and autonomy. • Flexible and conscientious. • Able to perform in a fast pace environment and work to deadlines. • Must be able to work as part of a team. • Willing to seek guidance on issues where necessary. • Commitment to provide a quality service. • Commitment to develop own skills and knowledge. • Commitment to helping and supporting others in their work. • Demonstrate contribution to the provision of a quality service. • Plans own work to meet given objectives and processes. 		(a) & (i)
Other <ul style="list-style-type: none"> • To maintain the integrity of the Council from receiving substantial civic monetary penalties. • Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff. • Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. • Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued. • Facilitates collaboration between stakeholders who share common objectives. • Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. • Rapidly absorbs new technical information and applies it effectively. • Proactive and achievement orientated. • Able to work without supervision. • Understand and uses appropriate methods, tools and applications. • Demonstrates an analytical and systematic approach to problem solving. • Takes the initiative in identifying and negotiating appropriate development opportunities. • Demonstrates effective communication skills. • Contributes fully to the work of teams. • Plans, schedules and monitors own work (and that of others, where applicable), 		(a) & (i)

<ul style="list-style-type: none"> • competently within limited deadlines and according to relevant legislation and procedures. • Absorbs and applies technical information. • Works to required standards. • Understands and uses appropriate methods, tools and applications. • Appreciates the wider form of information systems and how own role relates to other roles and to the business of the employer or client. • An ability to meet the transport requirements of the post. 		
---	--	--

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits