

Oxford City Council

Building a world class city for everyone

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Career Opportunity

Job Title	Information Governance Requests Officer
Job reference	001939
Service Area / Directorate	Law and Governance
Salary and Grade	G6: £31,575 to £32,424 per annum - (pro rata for part time)
Contract	Permanent
Hours per week	24
Location	Work from home/ Oxford - St Aldate's Chambers

The role

The Information Governance Requests Officer is primarily responsible for handling Freedom of Information Requests and Environmental Information Regulation requests. It is an extremely busy role working within the remit of the Legislation governing this work i.e. Freedom of Information Act 2000; Data Protection Act 2018; General Data Protection Regulation 2016.

Oxford City Council has a statutory duty to respond to requests for information under the above Acts. This role would suit a highly organised individual who can apply strong attention to detail, preferably we are looking for someone with experience in FOI and EIR, although this is not essential the individual should be able to interpret the legislation and apply it accurately. Strong communication skills are also required as the role will involve discussion and debate with key individuals across the whole of the organisation including Oxford City Council's Companies.

About us

Oxford City Council prides itself on delivering high quality, cost effective public services. Oxford is a world class city and the Council has high aspirations for its services and employees. We are a multi-award winning Council and in May 2017 we were re-accredited at Gold level for Champion IIP status. Our other awards include the Institute of Revenues Rating & Valuation (IRRV) 'Excellence in Innovation (General)' winners 2017, Oxfordshire Environment Partnership (OEP) 'Best Food Waste Reduction and Collection System', and several 'Team of the Year' national and regional awards across our Service Areas. This builds on our previous success in achieving 'Council of the Year' in 2015. We are accredited with the Customer Service Excellence Quality Mark which helps us to ensure that the customer is always placed at the heart of everything we do.

With over 700 staff dedicated to delivering the best service possible to our communities this is an exciting time to be working in Local Government. We focus on improving outcomes for local people and you might be surprised at the range and quality of the services we provide.

We offer a fantastic range of staff benefits that include generous holiday (from 28 days a year plus bank holidays), local government pension scheme, subsidised leisure membership, discounted travel and flexible working in many roles. We offer well-defined opportunities through our learning and development programme. We also have an employee wellbeing programme, an employee assistance programme and support via our dedicated occupational health service.

How to apply

More information is available on the role profile document. Please read this document to ensure that you meet our requirements. More information about working for the Council, our values and vision, is available on our web site.

Applications should be made via our online application system (no CVs please).

For further information and how to apply online, please visit www.oxford.gov.uk

If you are unable to access our website please call **01865 252848**.

Note: For roles that require a DBS Certificate (Enhanced and or Barred List check), candidates are required to supply their complete work history. Please ensure you explain any gaps in your work history. **Coronavirus information: It is intended to conduct interviews via a video conferencing platform such as Zoom or Jitsi; please contact us if this is not an option for you. The successful applicant will be expected combine some level of work from home with some office attendance. They should ensure that they have reliable and secure wifi access; a suitable workspace and are prepared to undertake distance learning and training.**

Closing Date: 23 July 2021

Late applications will not be processed

Interview Date(s): 09 August 2021/ 10 August 2021

For an informal discussion about the post please contact Elizabeth Godin on 01865 252513 or email lgodin@oxford.gov.uk

We are an equal opportunity employer:

We value the diversity of our people and actively seek to have a workforce that represents the rich diversity of the community we support. We have policies in place to ensure that every applicant and employee can flourish and succeed. Currently we are underrepresented in some areas, and would particularly welcome applicants from ethnic minority and other underrepresented groups. All applicants will be given fair consideration for work and will not receive less favourable treatment on the grounds of any protected characteristic.



Role Profiles

Role information

Job Title	Information Governance Requests Officer	Position No.	HR use only
Position type	Permanent	Hours per week	24
Grade and Salary Range	G6: £31,575 to £32,424 per annum - (pro rata for part time)		
Location	Oxford		
Service Area / Directorate	Law and Governance		
Responsible To	Information Governance Manager	No. of employees	N/A
Budget (£)	N/A	Assets	N/A
Rehabilitation of Offenders Act 1974	Not Exempt	Additional Screening	N/A
Candidate Screening	Not required		
Political Restriction	This post is not politically sensitive		

Role purpose

- To administer the Council's process for handling Information requests, including the logging of requests, drafting and collation of responses.
- To assist with investigation of complaints made to the Chief Executive.
- To support the Information Governance Manager with the provision of specialist advice and support to Services in meeting their responsibilities under the Data Protection Act 2018, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 with regard to responding to requests for information within the statutory framework.
- To support the Committee and Member Services Manager with the provision of specialist advice and support to Services in meeting their responsibilities under the corporate complaints policy.
- To work collaboratively with all members of the Law and Governance Service to deliver excellent quality services across the full range of functions provided by the service.

Role responsibilities and main duties

- Dealing with Freedom of Information (FOI), Environmental Information (EIR), Data Subject Access Requests (DSARs) and GDPR processes, regarding access to information from a number of different sources.

- To log and acknowledge receipt of FOI and EIR requests and DSARs and relay them to the appropriate Service to obtain the information requested.
- To collate and prepare responses to Information requests based on information provided by Services and to apply the appropriate exemptions or exceptions in consultation with either the Information Governance Manager or the Information Governance Officer as required.
- To monitor progress and provide reports in respect of Information requests.
- To provide advice to Services on the information required for responses to Information requests.
- To ensure sufficient information is provided to the public about their rights under the relevant legislation and how to submit requests for information.
- To keep up to date and communicate to Services national best practice, legislation, case law and Information Commissioners guidance and decision notices in respect of Information Requests.
- To develop effective relationships with Service contacts.
- To be responsible for revising the council's intranet and web content regarding corporate complaints and information requests.
- To be the first public point of contact for final stage corporate complaints referred to the Chief Executive (Stage 3).
- To maintain records of corporate complaints.
- To assist with the investigation of complaints as required.
- To ensure sufficient information is provided to the public about their rights under the Council's complaints policy.
- To prepare reports as required on the number and nature of complaints.
- To assist the Committee and Member Services Manager and Information Governance Manager to ensure that Services are aware of national best practice and Ombudsmen guidance for dealing with complaints.
- To assist the Information Governance Manager and Committee and Member Services Manager in relation to duties that fall within Emergency Planning requirements.
- To support proactively continuous corporate and service improvement.
- To act as an ambassador for the Council and the Law and Governance Service.
- To contribute to corporate and service projects as required.

The duties and responsibilities set out in this role profile are indicative of the role. They are however, subject to change and you will be required from time to time to undertake other duties commensurate with your grade.

Our commitment to Safeguarding

Oxford City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

Who we are looking for

Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. Each of the criteria below will be measured through, the application form (A), interview (I), test/exercise (T) or documentation (D).

Essential Criteria	A	I	T	D
Experience of analysing, interpreting and giving advice on policies and procedures, and communicating them to colleagues and the public, particularly in the field of information legislation	✓	✓	✓	<input type="checkbox"/>
Experience of using communication skills flexibly and confidently in a number of settings, to include compiling and drafting letters	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of handling sensitive and difficult enquiries/complaints from members of the public	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of maintaining logs and registers (for record keeping purposes)	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of planning actions and communicating effectively	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of demonstrating tact, discretion and sensitivity.	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Ability to communicate effectively orally and in writing and to understand complex problems presented in written and spoken form	✓	✓	✓	<input type="checkbox"/>

Desirable Criteria	A	I	T	D
Experience of delivering training sessions or presentations	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Awareness of the role and functions of the Information Commissioner and Local Government Ombudsmen.	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of the key principles of the Data Protection Act 2018, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 sufficient to advise managers upon them and to enable the preparation of responses.	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of local authority functions and the responsibilities of different local authorities	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of agencies operating in the community (e.g. Citizens Advice Bureaux, health bodies, Government)	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>

Notes to candidates

In addition to the above criteria, Oxford City Council has developed and embedded a suite of values and behaviours. Full details of these can be found on our web page, under Working for Us. Please familiarise yourself with these values and behaviours. If you are invited for interview you will be asked questions based on them.