

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:** Information Access Support Officer

**DEPARTMENT:** Risk & Governance Department –  
Information Access Team

**REPORTS TO:** Information Access Team Manager

**SALARY:** Level C

**HOURS:** 37 per week (full time)

### **PURPOSE OF POST:**

The Information Access Team is responsible for leading on compliance with access legislation such as the Freedom of Information Act and the individual rights provisions of data protection legislation. This includes responding to information requests made to the ICO under such legislation.

The **Information Access Support Officer** is principally responsible for providing support to the IA team so that the ICO can achieve compliance with the legislation it oversees.

### **KEY RESPONSIBILITIES**

- To provide administrative support for the core functions of the information access team.
- To manage the Information Access incoming mail and email, ensuring all items are directed the appropriate destinations or responded to appropriately.
- To respond to misguided communications, sent to the Information Access team but intended for another body.
- To respond to requests for information when the information sought is available on the ICO website.
- To set up cases in our request handling casework management system and refer to colleagues accordingly, under supervision of a senior colleague.
- To ensure the appropriate management and upkeep of the team's records in relation to the ICO's publication scheme and transfer to the National Archives.

## Information Access Support Officer

- To respond to internal enquiries regarding the Information Access team and its work, liaising with colleagues appropriately and following up until completion.

### **PERSON SPECIFICATION**

	<b>Criteria</b>	<b>How Assessed</b>
<b>Education and Qualification</b>	Work experience demonstrating graduate level ability	Application form
<b>Work Experience</b>	Around 2 year's relevant work experience	Application form & interview
	Experience of applying DPA or FOI or similarly complex legislation	Application form & interview
<b>Knowledge, skills and ability</b>	Good intellectual ability in order to understand legislation and to apply it to particular cases, and to understand the business of organisations across the public sector.	Application form
	Awareness of budgetary control but no responsibility for it	Application form
	High standard of literacy and effective written communication skills for writing letters, reports and meeting notes.	Application form & interview
	Problem solving and analytical skills	Application form & interview
	Ability to deal with a demanding workload and to prioritise accordingly;	Application form & interview

## Information Access Support Officer

	Ability to work on own initiative and as a member of a team	Application form & interview
	Effective negotiation skills	Application
	Ability to ensure that the highest standards of quality and customer care are achieved	Application form & interview
	Excellent interpersonal skills with people at all levels	Application form & Interview
	Ability to use standard office IT packages	Application form

## **JOB DESCRIPTION & PERSON SPECIFICATION**



**JOB TITLE:** Lead Information Access Officer

**DEPARTMENT:** Risk and Governance

**REPORTS TO:** Information Access Service Manager

**SALARY:** Level D

**HOURS:** 37 per week (full time)

### **PURPOSE OF POST:**

**To provide a service to customers wanting to know more about the work of the ICO - handling requests for public and personal information and identifying legitimate opportunities to proactively disclose information on the ICO website.**

When providing these services post holders will ensure compliance with information access legislation such as the Freedom of Information Act 2000 and the right of subject access in the data protection legislation.

### **KEY RESPONSIBILITIES**

- Respond to all incoming requests for information and internal reviews in a timely and efficient manner and in accordance with established procedures and legislative requirements.

Provide responses to requests for information, including all refusal notices, having liaised with colleagues, reviewed information held and considered any public interest arguments or exemptions.

Consult with external organisations and public authorities where necessary in line with the Section 45 Code of Practice.

Maintain the ICO's disclosure log, promoting the appropriate proactive disclosure of information across the ICO.

Input to and review information request handling policies and procedures where required, implementing and applying all effectively.

As a leader in the field of information access at the ICO provide advice and support to colleagues across the organisation who deal with requests for information as appropriate.

Contribute to ICO projects and initiatives relating to the promotion of good information management practices where required or appropriate.

Liaise with public authorities when they consult with the ICO in line with the Section 45 Code of Practice,

Respond to requests from other authorities, disclosing information in line with our code of practice on data sharing

- Assist in the TNA transfer process in line with our obligations under the Public Records Act 1958.
- Contribute to the development of the ICO Information Access Service by sharing knowledge and expertise and mentoring new team members where required.

## PERSON SPECIFICATION

	<b>Criteria</b>	<b>How Assessed</b>
<b>Education and Qualification</b>	Educated to degree level <b>Or</b> Substantial work experience at a level demonstrating graduate ability	Application/certificates  Application and interview
<b>Experience</b>	At least 1 year relevant work experience  Proven experience of applying information rights legislation or similarly complex legislation	Application and interview  Application and interview

<b>Knowledge, skills and ability</b>	Good intellectual and analytical ability in order to apply complex legislation to a variety of circumstances.	Application and interview and test
	Good judgment with the ability to make considered decisions, understanding the need to consult with the Information Access Manager or colleagues with relevant expertise when appropriate.	Application and interview
	Ability to communicate at senior levels, both internally and externally when constructing responses to information requests.	Application and interview
	The ability to work under pressure and prioritise demanding workloads which may include conflicting priorities.	Application and interview
	Good written and verbal communication skills	Application, interview and test
	Excellent interpersonal skills and the ability to build and maintain good working relationships at all levels within ICO and externally.	Application and interview
	Ability to use standard office IT packages.	Application and interview

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:** Senior Information Access Officer

**REPORTS TO:** Group Manager, Records and Information Management

**SALARY:** Level E

**HOURS:** 37 per week

### **PURPOSE OF POST:**

The ICO must be a model of good practice in complying with the legislation it regulates. The Senior Information Access Officer is responsible for handling the most complex, high profile or novel requests for information from receipt to completion. They are also responsible for providing advice to colleagues across the business and for making decisions about information access issues, including disclosure.

The role is central to protecting the ICO's reputation as the information rights regulator by ensuring that all statutory obligations in relation to information request handling are met and appropriate codes of practice and guidance are followed.

### **KEY RESPONSIBILITIES:**

- Respond to information requests from receipt to completion largely autonomously and in accordance with all statutory obligations, codes of practice and guidance thereby minimising the reputational risk of noncompliance.
- Maintain an in depth knowledge of the relevant legislation, regulations/codes of practice and tribunal/court decisions in order to be able to take decisions relating to the interpretation, scope and outcomes of information requests including the application of exemptions.
- Maintain up to date knowledge of internal developments/work going on at the ICO, particularly in relation to high profile areas or corporate challenges.
- Provide trusted advice to senior management about information requests which are sensitive or high profile and need senior management sign off, ensuring that such cases are brought to the attention of relevant senior staff, and others with a need to know.
- Take decisions relating to information access, and in particular provide cover for the Group Manager when they are unavailable.

- Exercise discretion and judgement taking into account all relevant factors which might affect the decision making process.
- Deal with enquiries from the press office and other colleagues about the disclosure of ICO information.
- Respond to requests for the exercise of other individual's rights under data protection law.
- When complaints are made, respond to the ICO in its capacity as regulator.
- Build an effective network of contacts including senior staff enabling the smooth processing of requests.
- Contribute to the development of the ICO's information governance strategy and business plan for the Group.
- Contribute to the development and implementation of internal request handling procedures for the effective, consistent and compliant handling of information requests.
- Conduct internal reviews in line with procedures and guidance.
- Contribute to quality assurance procedures for request handling.
- Work to encourage a consistent approach to information access across the ICO.
- Contribute and assist in the process of transferring records to The National Archives.
- Contribute to local and cross office strategic projects as required.

#### **PERSON SPECIFICATION**

	<b>Criteria</b>	<b>How Assessed</b>
<b>Education and Qualification</b>	Educated to degree level and/or relevant professional qualifications Or Work experience demonstrating graduate level ability	Application form
<b>Work Experience</b>	Around 5 years work experience at graduate level	Application form and interview
	Substantial relevant experience in case handling	Application form and interview



	Proven experience of applying information rights legislation or similarly complex legislation	Application form and interview
<b>Knowledge, skills and ability</b>	<p>Excellent intellectual ability in order to analyse complex legislation and to be able to apply it to particular cases and situations</p> <p>Ability to rapidly assimilate and digest large volumes of information.</p> <p>Strong interpersonal skills including the ability to negotiate and maintain good relationships with senior staff both internally and externally.</p> <p>Ability to work under pressure, prioritise and meet deadlines, in particular when handling information requests.</p> <p>Proven ability to exercise judgement and ability to take high profile decisions.</p> <p>Proven ability to influence others, including senior staff.</p> <p>Strong communication skills including excellent written and verbal skills.</p> <p>Ability to use standard office IT packages.</p>	<p>Application form, interview and test</p> <p>Interview and test</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form, interview and test</p>

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:** Information Access Team Manager

**REPORTS TO:** Group Manager – Information Access Team

**SALARY:** Level E

**HOURS:** 37 per week

### **PURPOSE OF POST:**

The ICO must be a model of best practice for the legislation which it regulates. The Information Access Team Manager is responsible for the delivery of an efficient, informed and fully compliant information request handling operation.

The role is central to protecting the ICO's reputation as the information rights regulator by ensuring that all statutory obligations in relation to information request handling are met and appropriate codes of practice and guidance are followed.

The Information Access Team Manager leads a team which responds to information requests made to the ICO.

### **KEY RESPONSIBILITIES:**

- Ensure information requests are handled in accordance with all statutory obligations, codes of practice and guidance thereby minimising the reputational risk of noncompliance.
- Maintain an in-depth knowledge of the relevant legislation, regulations/codes of practice and tribunal/court decisions in order to be able to take decisions relating to the interpretation, scope and outcomes of information requests including the application of exemptions.
- Maintain broad but proportionate knowledge of internal developments/work going on at the ICO.
- Provide advice to senior management about information requests which are sensitive or high profile and need senior management sign off, ensuring that such cases are brought to the attention of relevant senior staff and if appropriate the press office.
- Deal with enquiries from the press office and other colleagues about the disclosure of ICO information.
- Respond to data sharing requests received by the ICO.
- Respond to any correspondence from ICO as regulator about complaints made under the FOIA and data protection legislation.

- Produce information relating to the subjects of information requests, analyse trends and ensure any opportunities for proactive disclosure are followed up
- Ensure that information request handling staff are managed and developed effectively including the monitoring and review of individual performance and supporting individual development.
- Manage the information request workload ensuring the effective allocation of resources by regularly assessing incoming cases, managing the work queue and ensuring that requests are handled in accordance with statutory timescales and in line with clear policies and procedures.
- Contribute to the development of the ICO's information governance strategy and business plan for the IA team and Risk and Governance Group.
- Lead the development and implementation of internal request handling procedures for the effective, consistent and compliant handling of information requests.
- Manage the process when requests for reviews are required ensuring that the appropriate senior managers are involved and that the reviews are carried out in a timely and consistent manner with outcomes communicated effectively. The IA manager will also complete reviews where appropriate.
- Ensure quality assurance procedures are in place and followed for the handling of information requests.
- Report on performance for the handling of information requests providing accurate management information.
- Ensure a disclosure log and publication scheme are in place and kept up to date.
- Work to encourage a consistent approach to information access across the ICO.

#### **PERSON SPECIFICATION**

	<b>Criteria</b>	<b>How Assessed</b>
<b>Education and Qualification</b>	Educated to degree level Or Work experience demonstrating graduate level ability	Application form
<b>Work Experience</b>	Substantial work experience at graduate level	Application form

	Substantial relevant experience in case handling	Application form
	Experience of applying DPA or FOI or similarly complex legislation	Application form
<b>Knowledge, skills and ability</b>	Excellent intellectual ability in order to analyse complex legislation and to be able to apply it to particular cases and situations	Application form, interview and presentation
	Ability to rapidly assimilate and digest large volumes of information.	Presentation
	Strong interpersonal skills including the ability to negotiate and maintain good relationships with senior staff both internally and externally.	Application form and interview
	Ability to work under pressure, prioritise and meet statutory deadlines in particular when handling information requests.	Application form and interview
	Ability to manage performance, motivate and develop people.	Application form and interview and presentation
	Good judgement and ability to take high profile decisions.	Application form and interview
	Strong communication skills including excellent written and verbal skills.	Application form, interview and presentation

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:**           **Group Manager – Information Access**

**REPORTS TO:**   **Head of Risk and Governance**

**SALARY:**           **Level F**

**HOURS:**           **37 per week**

### **PURPOSE OF POST:**

The post holder will advise the Commissioner, senior managers and staff on all matters relating to access to ICO information. This includes the handling of requests for information under information rights laws or the exercise of individual rights under data protection laws. It also includes the transfer of our historic records to The National Archives, disclosures under court orders, requests from other third parties including public inquiries and promoting and enabling proactive disclosure of the ICO's information where appropriate.

The post holder will further develop internal policy in relation to information access, ensuring they are aligned with regulatory strategy and policies covering access to information, and raise awareness of those policies within ICO and with external suppliers, ensuring our corporate compliance with all legal obligations, relevant standards of good practice and guidance.

The post holder will lead a group of staff responsible for handling requests for information and the Archives transfer. This includes a busy operational team responding to high profile requests within tight deadlines. In managing these teams, the post holder will set targets for the handling of requests, and report on achievement of these targets.

The post holder will also take the lead on our work when managing requests for, and proactive disclosure of, information relating to our historic high profile investigations.

The post holder will contribute to our Privacy and Information Management Framework and to our Information Governance approach and policies.

The post holder will lead projects relating to access to our information and contribute to cross office projects where the subject is relevant.

## **KEY RESPONSIBILITIES**

- Lead, with support, the development and implementation of an effective strategy to deliver sound and compliant access to information.
- Develop information access policy and keep under review to ensure they are aligned with business needs and priorities and any legislative changes.
- Ensure ICO's Privacy and Information Management Framework including our Senior Information Risk Owner Senior and Information Asset Owners are aware and understand ICO's information access strategy and policies and that they are trained and have a good understanding of their role and responsibilities.
- Work with the Privacy and Information Management Framework, to ensure that risks which might affect our ability to provide access to our information are identified and mitigated.
- Work with Policy colleagues to ensure internal policies are aligned with regulatory strategy and policies.
- Work to identify and support proactive disclosure of information where it is a legal requirement or would complement corporate priorities.
- Provide advice and assistance to the ICO's Privacy and Information Management Framework to ensure that local procedures are in place to underpin and implement policies relevant to compliant access to ICO information.
- Develop the roles of Senior Information Access Officer and Information Access Service Managers to ensure a consistent approach both within the team and across the ICO.
- Raise awareness of relevant policies and processes with staff and suppliers using a variety of methods.
- Provide effective leadership to the Group to ensure that team members are clear about their objectives, expected standards of performance, are motivated and receive appropriate training to provide effective support to ICO's business areas.
- Conduct internal reviews of information requests as part of ICO's team of internal reviewers.

- Oversee responses to complaints and enquiries about the work of the Group.

## PERSON SPECIFICATION

	<b>Criteria</b>	<b>How Assessed</b>
<b>Education and Qualifications</b>	Degree or relevant professional qualification or equivalent experience demonstrating this level of ability	Application
<b>Work Experience</b>	<p>Significant experience (5 years +) of working in an environment requiring compliance with relevant legislation and standards</p> <p>Experience of developing policy taking account of business needs and priorities</p> <p>Experience of communicating and championing policy to ensure buy in and compliance</p> <p>Experience of leading and managing people</p> <p>Experience of interpreting and applying complex legislation to particular situations and the ability to engage in debate about these issues.</p>	<p>Application / Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application and Interview</p>
<b>Knowledge, skills and ability</b>	<p>Excellent analytical skills.</p> <p>Excellent verbal communication and presentation skills</p>	<p>Interview / test</p> <p>Application / Interview / Test</p> <p>Application /</p>

	Excellent written communication skills	Interview / Test
	Personally effective – excellent organisational skills, ability to prioritise and delegate	Application / Interview
	Ability to seek out, manage and influence opportunities for continuous improvement and change	Application / Interview /
	Knowledge of relevant legislation and standards	Application/Interview

Please note that post holders for this role will be required to receive security clearance to SC level. This requires the disclosure of spent and unspent convictions. Although convictions will be taken into account, any such information will not necessarily prevent you from obtaining a security clearance.



Director of Corporate  
Planning, Risk and  
Governance

Head of Planning,  
Risk & Gov (G)

Information Access  
Group Manager (F)

Information Access  
Group Manager (F)

Information Access  
Group Manager (F)

Information Access  
Group Manager (F)

Information Access  
Team Manager (E)  
1 FTE

Senior Information  
Access Officer (E)  
x 2 FTE

Information Access  
Team Manager (E)  
0.9 FTE

Senior Information  
Access Officer (E)  
x 1.8 FTE

Information Access  
Team Manager (E)  
1 FTE

Senior Information  
Access Officer (E)  
x 1.65 FTE

Senior Information  
Access Officer (E)  
x 3 FTE

Lead Information  
Access Officer (D)  
x 3.4 FTE

Lead Information  
Access Officer (D)  
x 3 FTE

Lead Information  
Access Officer (D)  
x 4.8 FTE

Information Access  
Support Officer (C)  
x 1.7 FTE

IA Structure March 2023