

# INFORMATION ACCESS OFFICER



**PLYMOUTH**  
CITY COUNCIL

## Role Profile

<b>Title</b>	Information Access Officer	
<b>Grade</b>	GRADE E	
<b>Reference:</b>	N968	
<b>Reports to:</b>	Information Access Team Leader	
<b>Work style Definition</b>	Office based hot-desk/touch down worker	
<b>Job Type:</b>	Semi Professional	
<b>Primary purpose of role</b>	To assess and disclose information from Council records in accordance with the provisions of the Data Protection Act, the Freedom of Information Act, the Environmental Information Regulations and associated legislation.	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>▪ Assessment of information requested under the Data Protection Act (10%)</li> <li>▪ Redaction of information that cannot be released under the Data Protection Act (60%)</li> <li>▪ Provision of Information under the Data Protection Act (10%)</li> <li>▪ Assessment of information requested under the Freedom of Information Act / EIR (5%)</li> <li>▪ Redaction of information that cannot be released under the Freedom of Information Act / EIR (5%)</li> <li>▪ Provision of Information under the Freedom of Information Act / EIR (5%)</li> <li>▪ Assessment and provision of other requests (5%)</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>▪ Compliance rate with statutory deadlines under the Data Protection Act</li> <li>▪ Compliance rate with statutory deadlines under the Freedom of Information Act / EIR</li> <li>▪ Volume of records processed per week under the Data Protection Act</li> <li>▪ Volume of records processed per week under the Freedom of Information Act / EIR</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ Logging the issue and receipt of forms and applications for information (5%)</li> <li>▪ Ensuring adherence to statutory timescales with regards to requests as well as advising applicants on progress (5%)</li> <li>▪ Determining what information is exempt from disclosure and releasing the allowed information, while keeping the applicant informed as to why information might be withheld (50%)</li> </ul>	

	<ul style="list-style-type: none"> <li>Retrieving and making available information on victims, witnesses and defendants for the purposes of police investigations, court hearings and court orders in accordance with policy (20%)</li> <li>Disclosing information in accordance with policy to other authorities and statutory organizations (5%)</li> <li>Use of Carefirst, electronic document storage and Civica APP as well as confidential paper files (5%)</li> <li>Allocating and checking the work of Business Support (5%)</li> <li>Advising staff and managers of the Authority's duties under the relevant legislation (5%)</li> <li>Carry out other duties appropriate to the grade of the post</li> </ul>
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>Demonstrable experience of effective communication with different levels of employees and with other organizations</li> <li>Good knowledge of the Freedom of Information Act and Data Protection Act and associated practises and procedures</li> <li>Knowledge of IT and the Microsoft Office Suite</li> <li>Knowledge of local government legislation and principles</li> <li>Educated to A Level or to an equivalent standard that demonstrates the ability to read, analyse and report on complex documents</li> <li>Formal evidence of numeracy, including the ability to prepare statistical and financial information</li> <li>Maths and English Grade C/4 GCSE or equivalent</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of Social Services Legislation</li> <li>Professional qualification or degree in a care discipline</li> <li>ICT qualification</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>Demonstrable experience working with sensitive and personal information and applying confidentiality principles</li> <li>Experience of working with customers to resolve difficulties and helping them express their requests</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>Experience of working in a Social Services/ Social Care department or in a local authority</li> <li>Experience of using Social Care management systems</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>Working towards statutory deadlines</li> <li>Managing conflicting demands and interruptions.</li> <li>Lengthy periods of enhanced concentration are needed to analyse Social Care records in regards to requested disclosures.</li> <li>Mental resilience in dealing regularly with subject matters that can give rise to emotional upset</li> <li>Analytical and judgemental skills required in extracting fit for purpose information for requests</li> </ul>

	<ul style="list-style-type: none"><li>▪ Problem solving skills required in obtaining information in a timely manner from other areas within the department</li><li>▪ Short term planning is necessary to ensure requests are handled within the statutory deadlines.</li><li>▪ Communication skills required to exchange sensitive and confidential information with a range of audiences, including members of the public, the police and other statutory agencies</li><li>▪ Keyboarding skills to carry out data entry and report writing</li></ul>
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**Corporate standards**

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.