POST TITLE	**INFORMATION RIGHTS OFFICER**
DIRECTORATE	**CORPORATE SERVICES**
SERVICE	**INFORMATION GOVERNANCE**
RESPONSIBLE TO	**INFORMATION RIGHTS & COMPLIANCE MANAGER**
NUMBER OF POST HOLDERS	8
ACTING UP/ SECONDMENT	**NO**

PURPOSE OF JOB

To help individuals exercise their information rights under Scotland's freedom of information laws, data protection legislation, and other associated legislation, as well as supporting Council information initiatives (e.g., proactive publication of Council information).

'THE WHAT' – MAJOR TASKS AND JOB ACTIVITIES

Co-ordinate and respond to requests for information under the Freedom of Information (Scotland) Act 2002, the Environmental Information (Scotland) Regulations 2004, the Inspire (Scotland) Regulations 2009, UK GDPR and the Data Protection Act 2018, the Re-use of Public Sector Information Regulations 2015, the Pupils' Educational Records (Scotland) Regulations 2003 and any other associated legislation. In particular:

- Provide a focal point for advice on queries from internal and external stakeholders, in line with Council policy, procedures and statutory obligations, while minimising any potential information risks.
- Assist with the provision of regular performance reports for senior management and highlighting of information risks.
- Provide guidance and training to Council services and the public to ensure appropriate levels of awareness around information rights.
- Responsible for researching best practice, processes, methodologies and approaches to upholding and facilitating the information rights of individuals.
- Assist with the preparation and content of reports, strategic plans, briefings, presentations and other documents for Council meetings, external agencies, senior officers (including the Council Management Team) and the relevant committees as well as business and stakeholder groups.
- Identifies opportunities for continual improvement and demonstrate effective change management within a complex internal and external environment.

- Support the implementation of information governance policies to ensure full adoption across the Council promoting understanding and alignment with the council's aims and objectives.

- Support the Council's democratic process, including Executive Committees and Neighborhood Partnerships, meetings of the Council and Elected Members etc.
- Identify and facilitate the publication of open data sets.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, CONTACTS & RELATIONS, DECISION MAKING)

The postholder will:

- Require knowledge and skills equivalent to a practitioner certificate in freedom of information or data protection.
- May be required to assist with the development and implementation of policies and processes for use across the Council in relation to upholding the information rights of individuals. This will involve solving a range of information compliance related issues and giving advice based on technical/specialist knowledge.
- Assess requests for information and assign to appropriate service areas. The information provided must be assessed, collated and critically evaluated to inform responses (within tight deadlines), based on the specific circumstances and factors defined by the request.
- Able to construct consistent and coherent responses involving the collation and interpretation of different information sets often in multiple formats across the full range of Council functions and activities.
- Respond to requests for information, ensuring they comply with the provisions set by applicable legislation, best practice guidance issued by the UK Information Commissioner and the Scottish Information Commissioner and Council policy.
- Develop and maintain effective relationships with internal and external stakeholders. These relate to the delivery of a specialist service and will have a wide-ranging impact on the Council's ability to comply with information rights legislation.
- Work cross all Council services with officer contact at all levels within the organisation, including the provision of expert legislative advice, interpretation and guidance as appropriate.
- Liaise and influence others appropriately (including negotiation with senior management), to ensure the timely provision of information
- Asist in developing specialist council policies and services.
- Provide advice and make recommendations to external customers in relation to their area of technical/specialist knowledge.
- Monitor standards in relation to the service and will act to ensure standards are applied equally across the council.
- Help the Council meet its statutory obligations under information rights legislation. Decisions and actions are subject to scrutiny and sanction from external regulators and impact across all Council services. Sanctions can result in reputational damage, litigation and financial penalties for the Council.
- Uphold the information rights of individuals and organisations. Inappropriate disclosure of information can cause significant distress resulting in potential legal action and enforcement action from external regulators.
- Provide advice and make recommendations to other Council services, based on experience, on ways in which information is managed to improve future service provision.

ENVIRONMENT

The post holder will:

- Have autonomy to allocate their own time to prioritise work load, resolve problems, queries and interruptions in a demanding and unpredictable environment which may require immediate consideration.
- Interpret and analyse complex information timeously and accurately.
- Be responsible for ensuring that statutory deadlines are met and that responses are compliant with legislation and associated codes of practice.
- Work on multiple tasks concurrently to ensure the statutory deadlines are met.
- Work predominantly in an office based environment.
- Be required to handle and process information which is confidential and sensitive in nature concerning Council functions and activities.
- Be required to view and process information which can be distressing and upsetting in terms of content, including information and personal data relating to children, young people and vulnerable adults, and individuals from a care experienced background.
- Be occasionally required to deal with the emotional demands posed by contact with customers, some of whom exhibit challenging and demanding behaviors.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

No supervisory responsibility, other than assisting in work familiarisation and providing general guidance to other staff etc. including peer review of work.

RESOURCES

Responsible for the equipment and materials associated with the post, including a shared responsibility for the security and maintenance of a case management system and a public disclosure log. The post holder will also have access to a range of highly complex personal data and sensitive information and will be responsible for ensuring that this information is managed correctly and stored appropriately.

HEALTH AND SAFETY

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage, or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition, or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.