

Job Description

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

Section A: Job Profile

The job profile provides key information relating to the salary and working conditions eg. location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Access to Information Support Officer
Salary:	£ 28,163
Grade:	Grade 7
Hours:	37 hours We are open to discussions about flexible working but there is an expectation to be in the office, as required by the business.
Team:	Access to Information Team (ATI)
Service Area:	Law & Governance (Customers, Culture & Corporate Services)
Primary Location:	County Hall, Oxford OX1 1ND or 33 Nuffield Way, Abingdon, OX14 1RL or Abbey Centre, Abingdon, OX14 3GD PLEASE NOTE: this role is primarily office based with potential for some remote working
Budget responsibility:	None
Responsible to:	Access to Information Team Leader
Responsible for:	None

Job Purpose

This is a brief overview of the key objectives of the job including the context within the team/department.

- 1 To provide an Access to Information Service on behalf of the Council for any individual who wishes to access their personal data held by the Council.

2. Management of and access to, paper records owned by the Council
3. To facilitate and support persons in accessing any of the information described above.
4. To provide the 'front door' to Information Services'.
5. To work within the timescales and requirements laid down within the relevant legislation, including but not limited to: Data Protection Act 2018, the UK General Data Protection Regulations (UK GDPR) 2021; Public Records Act, to ensure that the Council meets its statutory duties and responsibilities.

Job Responsibilities

This is a list of the main duties or tasks that the postholder will be expected to undertake.

1. Provide administrative support to the Access to Information Team Leader.
2. Manage various email inboxes; send out email acknowledgements to customers and escalate queries and complaints to ATI Officers and ATI Team Leader.
3. Adhere to the Data Protection and UK GDPR Principles at all times.
4. Responsible for providing a 'front door' provision to any person wishing to access their personal data, including:
 - a. Providing guidance, support and specialist advice to requesters.
 - b. Ensuring those requesting access are entitled to have access in line with the Law, requesting and verifying ID documentation.
5. Explain the process to applicants and support them through it.
6. Handling requests for information about any person from other organisations, ensuring the request is legal and appropriate.
7. Liaising and supporting the Senior Access to Information (ATI) Officers, as necessary.
8. Process police, and other agency requests for information held by the Council for specified purposes, under Schedule 2 Part 1 Para. 2 of DPA 2018, known as '212 Forms' and Schedule 5 (previously known as S29 DPA 2018) or Annex C Request. Determine the merits of the request and liaise with Senior ATI Officers, as necessary, to decide whether or not to apply the exemption.
9. Download and collate data subjects' information from Council systems, and provide to the ATI Officers, flagging any information concerns.
10. Provide advice, guidance and training to other staff about how to handle requests for personal data and / or paper records.
11. Assist colleagues with searches of legacy systems relating to social care and adoption records.
12. Provide and analyse statistical data, to enable the measurement of service performance.
13. Be responsible for keeping up to date with legislation, service developments and personal development needs as they affect the post.
14. Dealing with highly sensitive data and understanding the importance of confidentiality.

- Provide ongoing day to day provision of the modern paper records service to the council, including:
 - a. Cataloguing, storing, locating and retrieving files upon request
 - b. Retrieval and disposal of records in line with statutory legislation and best practice
 - c. Accounting for paper records in your care; ensuring they are stored and managed appropriately
 - d. Undertake Health and Safety inspections and environmental monitoring of the designated storage areas.
- Records management work involves the following:
 - a. Frequent manual handling of paper files up to 10kg weight
 - b. Regular working at heights using ladders (County Hall)
 - c. Regular working at heights operating a mobile lifting WAVE machine (Nuffield Way).

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

For all staff - You have specific responsibilities under Health & Safety legislation to

Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do.

Cooperate on all issues involving health and safety.

Use work items provided for you correctly, in accordance with training and instructions.

Do not interfere with or misuse anything provided for your health, safety, or welfare.

Report any health and safety concerns to your line manager as soon as practicable.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility

- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our corporate values.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately, and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

Essential Criteria	Assessed By:
Working knowledge and understanding of United Kingdom General Data Protection Regulations (UK GDPR) 2021, Data Protection Act (DPA) 2018.	A/I
Working knowledge of Government standards for the storage, use and protection of Information and data in a public service environment.	A/I
Ability to undertake heavy lifting (up to 10kg), working at heights and follow manual handling requirements	
Ability to understand new legislation	A/I
Ability to work under pressure, prioritising competing demands	AI
Proven ability to communicate both in person and in writing with a wide range of audiences.	AI
Excellent interpersonal and communication skills	AI
Ability to use ICT packages, spreadsheets and databases to analyse and report on themes, trends & patterns.	AI
Strong work ethic and natural team player who shares knowledge and possesses the ability to work autonomously, where required.	A/I
Understand and advocate collective power; the service can only run successfully, if all officers are engaged and cooperate. The service makes mistakes together and achieves success together.	A/I

Trustworthy, reliable and resilient; not afraid to ask questions.	A/I
Ability to persevere with tasks, overcome resistance and educate colleagues diplomatically at all times.	A/I
Communicate with emotional intelligence and compassion, explaining complex legislation and technical jargon accessibly.	A/I
Desirable Criteria	Assessed By:
Knowledge of children and adults social care legislation, national standards, policy and practice	A/I
Experience and knowledge applying GDPR and the Data Protection Act 2018 in relation to requests for records	A/I
Commitment to providing good customer service with a drive for continuous improvement; able to be calm and courteous at all times.	A/I
Organised and methodical – able to work on multiple cases and maintain excellent attention to detail.	A/I
Knowledge and understanding of the technology relevant to the service area; including case management systems and dashboard reporting.	A/I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre-employment checks specific to this role include:

<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input checked="" type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure



<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input checked="" type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input checked="" type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/>	Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/>	Lone working on a regular basis	<input checked="" type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours

<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		

Agile Working

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs. Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.