

## Job Title: Apprentice Access to Information Officer

### Grade: Apprentice Grade 6

#### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

#### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

#### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

#### **About the Service**

Our aim is to create an environment where families are supported to stay together safely and live well in their communities by building on their strengths.

This is the right thing to do. Families tell us they do not want to be in services and evidence says that lives are better when needs can be met early within the family or community.

Working in this way is also more sustainable. We can support more families to live better lives if we focus on addressing needs as early as we can. This report details the changes we have already made across the children and families system.

We will continue to build a strengths-based approach which will promote a culture of inclusion and support to enable children to achieve their best outcomes.

### **About the Role**

The Apprentice Access to Personal Information Officer will be required to support preparing and responding to freedom of information and subject access requests. The post holder will be handling large amount of sometimes complex and sometimes sensitive information.

### **Reporting Relationships**

**Responsible to: Access to Childrens Information Manager**

**Responsible for: N/A**

### **Key Accountabilities:**

1. Supporting the coordination of information requests such as freedom of information and subject access within an agreed timescale, in line with GDPR and the Freedom of Information Act 2005.
2. Using relevant IT case management systems to check files, redact relevant information and help prepare the information for release to the requestor; following current guidance, policy and procedures and in line with applicable legislation.
3. Assist with requests from the public in a timely and consistent way with professionalism and empathy.

4. Identify requests that would require input members of staff within the Information Governance Unit and refer them to the applicable officer.
5. Support and provide guidance and develop responses for straightforward information requests in line with the agreed policy, process and statutory requirements.
6. Support the collation and preparation of routine reports and management information relating to Information Governance activity, ensuring information is accurate and up to date.
7. Undertake structured learning and development activities as part of the apprenticeship programme, building the knowledge, skills and behaviours required to work effectively within Information Governance.
8. Shadow and support officers across the Information Governance Unit to gain practical experience of a range of Information Governance functions, applying learning under supervision in line with statutory and organisational requirements.

## **Other Information**

This post has no political restriction.

Post holder will be required to work towards completing Level 4 Data Protection & Information Governance Apprenticeship.

## **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

### **People Management**

Engaging with People Management policies and processes.

### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Environment**

Deliver a reduction in the Councils' environmental impact through a proactive focus on key priorities to support the economy, nature and communities.

**Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

<b>Minimum Criteria for Disability Confident Scheme *</b>	<b>Criteria</b>	<b>Measured by</b>
	<b>Qualifications/Professional membership</b> <ul style="list-style-type: none"> <li>• Maths &amp; English GCSE Grade 4+ or equivalent</li> <li>• Willing to work towards completing Level 4 Data Protection &amp; Information Governance Apprenticeship.</li> </ul>	A/I
	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>• Awareness of the impact of Data Protection and Freedom of Information legislation requirements when handling information</li> <li>• Ability to work as part of a team, contributing to routine tasks such as reports and request responses</li> <li>• Ability to communicate in a professional and clear manner</li> <li>• Understanding of principles and importance of handling personal and sensitive data in a respectful and confidential manner</li> <li>• Ability to work collaboratively, for example with team members and external organisations</li> <li>• Awareness of service quality standards and the importance of accuracy, timeliness and accountability in public services</li> <li>• Working knowledge, understanding and application of IT programmes such as MS Word, Excel, Powerpoint and Outlook with the ability and willingness to develop skills further.</li> </ul>	A/I  A/I  A/I  A/I  A/I  A/I  A/I
	<b>Skills</b> <ul style="list-style-type: none"> <li>• An ability to prioritise work and manage competing demands with support</li> <li>• Ability to record information accurately and good writing skills</li> </ul>	A/I  A/I A/I

	<ul style="list-style-type: none"> <li>• Interpersonal and engagement skills</li> <li>• Ability to communicate clearly and appropriately, using written, verbal and digital methods</li> <li>• Clear understanding of confidentiality</li> <li>• Awareness off importance of quality checking and accuracy with the ability to follow checking and validation processes under supervision</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
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\*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting  
Talent & Resourcing Team 01785 278300