



Gwasanaeth Tân ac Achub Gogledd Cymru **North Wales Fire and Rescue Service**

JOB DESCRIPTION

POST TITLE	Information Governance Support Officer	POST REF	A2093
DEPARTMENT	Information Governance	DATE	20/07/22
REPORTS TO	Data Protection Officer	SALARY GRADE	NWFRS 4
LOCATION	NWFRS Headquarters St Asaph/Agile Working	HOURS PER WEEK	37

OVERALL JOB PURPOSE

To support the Service's Data Protection Officer (DPO) in ensuring and monitoring NWFRS's compliance with its responsibilities under Data Protection, Freedom of Information and Environmental Information Regulations legislation.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1	Maintains the systems and processes used to log and record requests for information under Data Protection, Freedom of Information and Environmental Information Regulations legislation.
2	Coordinates the processing of information requests in accordance with the relevant legislation and statutory timescales.
3	Provides general advice to NWFRS staff and members of the public in relation to Data Protection, Freedom of Information and Environmental Information Regulations legislation.
4	Assists with maintaining relevant management information systems and databases. Contributes to the preparation of performance management reports and statistical information as required.
5	Supports the DPO with the provision of training members of staff on Data Protection, Freedom of Information and Environmental Information Regulations legislation.
6	Assists the DPO with responses to complex Subject Access Requests from members of the public and NWFRS staff.
7	Manages the records associated with completed Data Protection, Freedom of Information and Environmental Information Regulations requests in accordance with the agreed retention schedule.
8	Contributes to the formulation, monitoring and revision of all Service policies relating to Data Protection, Freedom of Information and Environmental Information Regulations.
9	Assists with the production and review of the Service's Information Asset Register, Record of Processing Activities and all other data protection related documentation.
10	Carries out any other tasks as directed by the DPO, commensurate with qualifications, skills and experience.

SUPERVISORY RESPONSIBILITY

None

FINANCIAL RESPONSIBILITY

None

CONTACTS OUTSIDE OWN SECTION

All NWFRS staff
Members of the public in relation to information requests
Information Commissioner's Office (ICO staff)
Information governance professionals from other organisations

LANGUAGE REQUIREMENTS

Welsh Level 2 – Speaking and Listening (to achieve this within the probation period).

The ability to communicate in Welsh - Level 2 - requires that you can; Understand the gist of conversations in work. Respond to simple job-related requests and requests for factual information. Ask simple questions and understand simple responses. Express opinions in a limited way as long as the topic is familiar. Understand instructions when simple language is used.

EMPLOYMENT CHECKS / SPECIFIC REQUIREMENTS

Basic DBS

MANDATORY TRAINING

Relevant courses as and when required
LearnPro Modules

Working Conditions

The role will require the postholder to maintain a presence in the office although agile working with some home working as deemed suitable by line manager.

PERSON SPECIFICATION
Assessment for recruitment requirements and competencies

POST TITLE	Information Governance Support Officer
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QUALIFICATIONS, KNOWLEDGE, EXPERIENCE	ESSENTIAL
	The qualities without which a post holder could not be appointed
	<ul style="list-style-type: none"> • Knowledge of, and experience of working with, Data Protection, Freedom of Information and Environmental Information Regulations.
	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria
	<ul style="list-style-type: none"> • Attendance on relevant information governance training courses. • Previous experience of working in a Fire and Rescue Service or Public Sector Organisation.

SKILLS	ESSENTIAL
	The qualities without which a post holder could not be appointed
	<ul style="list-style-type: none"> • Experience in the use of Microsoft Office software suite including email, spreadsheets, and databases. • Ability to show initiative and tact when dealing with correspondence and telephone queries or when requesting information from staff, external agencies or third parties. • A high degree of accuracy and care is required to safeguard the integrity of sensitive personal data. • Presentation skills sufficient to deliver presentations in a confident manner to a range of audiences. • Ability to work on own initiative. • Excellent written and verbal communication skills. • Ability to drive. • Good organisational skills and the ability to prioritise workloads effectively. • Ability to pay attention to detail and demonstrate accuracy whilst working to deadlines.
	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria
	<ul style="list-style-type: none"> • Ability to work as part of a team.

OTHER RELEVANT REQUIREMENTS	ESSENTIAL The qualities without which a post holder could not be appointed
	<ul style="list-style-type: none"> • Understanding of sensitivity of information governance work and its associated confidentiality requirements.
	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria

I agree to the above being an accurate Job Description for the post of:

Line Manager's signature _____ **Date** _____

Post holder's signature _____ **Date** _____

Job Analyst's signature _____ **Date** _____

HR Manager signature _____ **Date** _____