

JOB PROFILE

JOB TITLE:	Information Management Officer
SALARY GRADE:	Grade 6
SALARY RANGE:	£21,074 - £23,111 per annum pro rata
J E REFERENCE:	A14
DIRECTORATE:	Strategy and Performance
TEAM:	Information Governance
LOCATION OF WORK:	Service Headquarters
HOURS OF WORK:	Job share 17.5 hours per week
DIRECTLY RESPONSIBLE TO:	Director of Strategy and Performance

JOB SUMMARY

To prepare and implement procedures, guidance and protocols that will fulfil the legal aspects of information governance and security. In particular the Data Protection Act 2018, General Data Protection Regulation Freedom of Information Act 2000, Environmental Information Regulations 2004, Public Sector Re-use of Information, information sharing and records management.

MAIN DUTIES / RESPONSIBILITIES

1. To work with the Senior Information Risk Owner (SIRO) and Data Protection Officer (DPO) put into place administrative procedures that will help ensure compliance with information governance and security legislation and best practice.
2. To manage all Subject Access Requests received by Merseyside Fire & Rescue Service, ensuring that the requests are fulfilled and conforming to Data Protection legislation.
3. To manage all external requests for information, in collaboration with other departments, to ensure compliance with the relevant access to information legislation (eg the Freedom of Information Act).
4. To maintain the organisation's records management procedures including working with staff to set retention schedules.
5. To ensure that Information Sharing protocols are in place to safely share information to help provide positive outcomes for our communities.
6. To provide advice and guidance to staff and to develop and deliver presentations and training in relation to information governance and security.
7. To support the SIRO and DPO to undertake information audits as and when required.
8. Review and monitor the Merseyside Fire and Rescue Service Freedom of Information Publication Scheme as well as the Data Protection Registration with the Information Commissioners Office.
9. To undertake administrative checks to improve data quality.
10. Any other duties of a similar nature as and when required.

WORKING WITH MERSEYSIDE FIRE & RESCUE SERVICE OUR VALUES

It is essential that all employees of Merseyside Fire & Rescue service both operational and non operational are committed to, encourage and promote the values of MFRS and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty. The Authority expects all of its employees to have and be able to demonstrate the following personal values:

Responsibility

Being self disciplined, taking ownership of and problems, making things happen, trying to make a difference.

Social Empathy

Being interested in people, displaying empathy, embracing diversity, community focused.

Constructive Challenge

Being willing to challenge but not obstructively, commitment to improvement.

Mutuality

Identifying with team, organisation and community, displaying team commitment, willing to stand up against peer pressure when appropriate, acknowledging other's right to differing opinions.

Pragmatism

Aspiring to excellence whilst being realistic in expectations, being practical and solution focused.

Openness to Experience

Receptive to learning opportunities and personal development, seeking out new experiences, interested in people and situations that are less familiar, taking a broad view on things, seizing opportunities.

INTERPERSONAL & COMMUNICATION SKILLS

The post holder is required to train other members of staff, although this is not an ongoing responsibility i.e. carrying out induction processes to other employees who are new to the role of dealing with information, the Freedom of Information Act.

The post regularly requires advisory and guiding skills at a developed level i.e. provides advice, guidance to other staff and managers on the release on personal information. It involves the exchange of complicated and sensitive information, to other people, normally in writing i.e. dealing with, sharing of personal data and assisting criminal investigations and supplying sensitive information.

RESPONSIBILITY FOR SUPERVISION

The post holder is not required to supervise or manage any Authority employees. However the post occasionally involves the demonstration of duties to, giving advice and guidance to, or the training of other employees, students or trainees.

RESPONSIBILITY FOR PEOPLE

The post holder does not undertake any tasks or duties which, of themselves, have a direct impact on the well being of individual, or groups of, people. However the post holder provides advice and guidance on both established internal policy and external regulations and / or statutory requirements related to the well-being of people and this involves the interpretation of these regulations or requirements to meet specific circumstances.

RESPONSIBILITY FOR PHYSICAL RESOURCES

The post holder's main responsibility for physical resources is for manual and / or computer information or systems. He/she personally produces or processes some of this information and is responsible for the accuracy of the data produced by other people or for taking positive and unusual steps to ensure the accuracy, confidentiality and security of data produced personally.

WORKING CONDITIONS

The post does expose the post holder to verbal abuse, aggression or other anti-social behaviour from members of the public i.e. occasional abusive phone calls regarding Access & Fire Reports, requests for information, but it rarely lasts for long and no response from the post holder is expected nor required.

EMOTIONAL DEMANDS

The post involves handling, by telephone, people whose personal circumstances or behaviour could cause the post holder emotional stress or upset i.e. dealing with people requiring subject access / data requests. These are mainly users of the Authority's services. However exposure to behaviour giving rise to emotional upset is not an integral feature of the post (i.e. is not repeated within the normal cycle of activity).

CORE REQUIREMENTS – EQUALITY & DIVERSITY, HEALTH & SAFETY, CONFIDENTIALITY & DATA PROTECTION

To be responsible for ensuring that your conduct and behaviour accords with Service Policies on Equality and Fairness at Work and Ground Rules, and for promoting an environment of dignity and respect amongst colleagues.

It is the policy of Merseyside Fire & Rescue Authority (MFRA) to provide, maintain and seek continual improvement of, as far as is reasonably practicable, a safe working environment for all of its employees and for others that may be affected by its activities. Everyone has a personal responsibility for their own safety and health, for others in the workplace and for the environment in which they work. It is, therefore, the duty of every employee whilst at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work;

Confidentiality / data protection regarding all personal information and Authority activity must be maintained at all times (both in and out of work). The post holder must be able to recognise the importance and sensitivity of issues, ensuring that confidentiality is maintained at all times. All employees should ensure that they are familiar with and adhere to the Authority's data protection policy.

REVIEW ARRANGEMENTS

The details contained in this job profile reflect the content of this job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the Authority will expect to revise this job profile from time to time and will consult with the post holder at the appropriate time.

Date job profile prepared / revised:	19.10.2018
Prepared / revised by:	D. Appleton