

JOB PACK

Information Access Officer

Location: Flexible

Contract: Permanent, full-time or part-time

Salary: £26,403 - £31,537



ABOUT US

Veritau provides assurance services to local authorities, schools and other public sector clients, helping our clients to operate effectively, mitigate risks and comply with laws and regulations.

Our main services include internal audit, counter fraud, information governance and risk management. We're owned by our member councils, meaning our work sits at the heart of the public sector. Our main offices are in York, Northallerton and Leicester, but we provide services across the country. Many of our employees have adopted a hybrid working approach, spending some time at home and some in the office.

"Veritau" comes from the Latin for "truth"; we pronounce it "Veri-toe".



Established in
2009



700+ public
sector clients



100+ staff
members



UK-wide client
base



Training/development
opportunities

Veritau has been recognised as an Investor in People since 2011.

We are also signed up to the Good Business Charter, an accreditation that seeks to raise the bar on business practices for employees, the environment, customers and suppliers.

We are an accredited Living Wage Employer. We strongly believe that a hard day's work deserves a fair day's pay and are proud to show our commitment to ensuring everyone can earn enough to live on.

We are registered with the Disability Confident scheme and encourage applications from disabled people. We are committed to an inclusive recruitment process and working environment.

We have signed the Armed Forces Covenant, demonstrating our commitment to ensuring the fair treatment of those who serve or have served in the Armed Forces, and their families.

We're proud to be one of the first local authority related organisations to receive accreditation as a Living Pension Employer, demonstrating our commitment to providing fair and sustainable pension benefits to our employees.



INVESTORS IN PEOPLE
We invest in people Standard

"Veritau is a successful and growing business, providing important services to our public and charity sector clients.

Whether you're starting your career or looking to advance, we can offer flexible working, a range of benefits and opportunities to gain new skills".



Max Thomas
Chief Executive

OUR CORE VALUES

Veritau has established the following set of core values that reflects colleagues' working practices. All post holders are expected uphold and demonstrate these values.



WORKING TOGETHER

Working together to help our clients deliver excellence



HONESTY & INTEGRITY

Embodying the principles of honesty and integrity



CHAMPIONING INNOVATION

Championing innovation to help achieve the best outcomes for our clients and adapt to change



INVESTING IN OUR PEOPLE

Investing in our people to help them succeed and deliver outstanding services

BENEFITS

Our employment package includes membership of a generous pension scheme and 28 days annual leave plus bank holidays, rising to 30 days after five years continuous service. We also offer flexible working arrangements. You can work from any of our offices or adopt a hybrid working approach subject to the needs of the business. You can also purchase up to 30 days additional leave.

Employees can also access a range of benefits including leased car and cycle to work schemes, health and wellbeing support (including Mental Health First Aiders, a Neurodiversity Buddy System and Menopause Champions), life assurance and injury cover (24 hour worldwide cover), support for moving house and interest free loans for public transport season tickets and driving lessons.

THE ROLE

We are looking for an **Information Access Officer** to support our Information Governance team in the provision of services to client organisations.

The role includes supporting client organisations to manage and respond to requests for information received under Data Protection and Freedom of Information legislation.

Salary: £26,403 - £31,537 (band 2/3) plus 3% performance related pay.

Location: Flexible - you can work from any of our offices or adopt a hybrid working approach. You may be required to attend our offices for meetings and training events, visit client offices or other premises, and undertake other client related activities. During the induction period, we will expect employees to work in one of our main offices for a number of days. This is to support training and learning, and to provide you with the opportunity to meet other team members.

Reporting to: Assistant Director – Information Governance / Information Governance Manager

Contract: Permanent, full-time or part-time (37 hours p/w, flexible hours)



JOB DESCRIPTION

Main purpose of job

To support the Information Governance team in the provision of services to client organisations. To support client organisations to manage and respond to requests for information received under Data Protection and Freedom of Information legislation.

Key tasks and responsibilities

Level 1 (SCP 7 – 9)

To support the provision of information governance services to client organisations, as directed by the Assistant Director – Information Governance / Information Governance Manager (AD / IGM).

To maintain the systems and processes used to log and record requests for information received under Data Protection and Freedom of Information legislation.

To co-ordinate the compilation and despatch of information requests on behalf of client organisations, and in accordance with the relevant legislation and statutory timescales.

To provide advice and guidance to client organisations and their employees regarding access to information requests, and the related legislation.

To respond appropriately to enquiries or requests for information received from members of the public and other 3rd parties.

Under the supervision of the AD / IGM to process complex Subject Access Requests (Data Protection Act 2018).

To assist with maintaining relevant management information systems and databases. To contribute to the preparation of performance management reports and to compile statistical information as required.

To manage the records associated with completed data protection and freedom of information requests in accordance with the agreed records and retention schedule.

Level 2 (SCP 10 – 12)

As level 1 plus successful completion of the Data Protection and Information Governance Practitioner (level 4) apprenticeship (or equivalent).

Level 3 (SCP 13 – 18)

As level 2 and a minimum of 2 years relevant experience.

To report to client officers on the status of access to information requests, and to attend regular meetings with client officers to discuss issues.

To process complex Subject Access Requests (Data Protection Act 2018) with minimal supervision.

To ensure professional standards are applied.

To promote the awareness and status of Information Governance and the other services provided by Veritau to each client.

Note – completion of the Data Protection and Information Governance Practitioner (level 4) apprenticeship is voluntary

Initiative and independence

The post holder should use their knowledge and experience of clients' services and activities so as to correctly interpret information and provide advice. The post holder will need to use their initiative to complete key tasks associated with the role. This can include:

- ▲ providing advice and assistance to clients in the application of relevant legislation
- ▲ maintaining systems relevant to the delivery of the service
- ▲ solving routine problems relating to the day to day issues that arise as part of the role

Analysis and interpretation of data and information, some of which will be of a confidential and sensitive nature. All information must therefore be treated with care. Any unauthorised disclosure of information may breach legislation and/or be detrimental to the reputation of the organisation being audited and/or Veritau.

Communication

The post involves regular contact with managers and staff within Veritau. Contact will also be required with employees of client organisations, and in particular those employees responsible for managing information requests, records management and information/data security.

The post will involve occasional contact with other agencies such as the Information Commissioner's Office (ICO).

The post holder will also be a point of contact for members of the public requiring access to information.

Demands

Assignments will be allocated by the AD / IGM but otherwise the post holder will control their own workload. This can change daily due to interruptions and urgent requests for information. The post holder must however work to statutory deadlines for the majority of the time.

There are no strenuous physical demands or specific risks associated with the post. The post holder may be required to travel to different client sites and use different client systems. The post holder may also be required to occasionally travel and attend events outside of normal office hours.

Responsibility for resources

There are no staff reporting to the post holder and no supervisory responsibility.

Competencies

See competency profile for post.

Work environment

The post holder will work in a normal office environment.

Health and safety responsibilities

The post holder will need to comply with the requirements of health and safety legislation.

Equalities

The post holder will need to:

- ▲ ensure services are delivered in accordance with the aims of the company's Equality Policy Statement
- ▲ assist in achieving service equality objectives
- ▲ take opportunities to develop their own understanding of equality issues

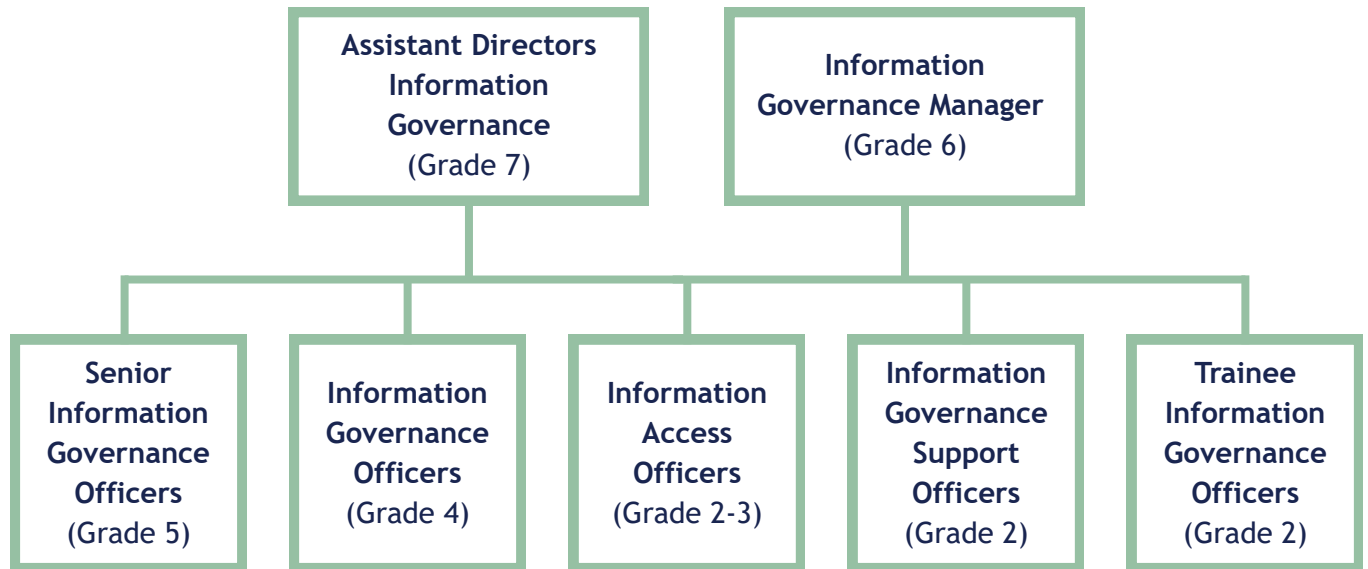
Responsibility and company policies

Veritau is a dynamic organisation, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with the company's Policies and Procedures.

In relation to Data Protection, Information Security and Confidentiality, all staff are required to comply with the company's policies and supporting documentation in respect of these issues.



TEAM REPORTING STRUCTURE



PERSON SPECIFICATION

OUR CORE VALUES

Veritau has established the following set of core values that reflects colleagues' working practices. All post holders are expected uphold and demonstrate these values.

- ▲ **Working together** to help clients deliver excellence
- ▲ Embodying the principles of **honesty** and **integrity**
- ▲ **Championing innovation** to help achieve the best outcomes for our clients and adapt to change
- ▲ **Investing in our people** to help them succeed and deliver outstanding services

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT
Qualifications and training			
Minimum 5 GCSEs (at A-C) or equivalent (RQF level 2) including English Language & Maths	✓		2,5
Education to RQF level 3 or above (A-level or equivalent)	✓		2,5
Education to RQF level 6 or above (degree level qualification); or equivalent specialist knowledge		✓	2,5
Relevant Freedom of Information qualifications		✓	2,5
Experience			
Administration experience	✓		2,4
Relevant Information Governance / Data Management experience		✓	2,4
Experience of handling legislative issues		✓	2,4

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT
Experience (Cont.)			
Local government or similar public sector experience		✓	2,4
Skills and knowledge			
IT skills	✓		2,3,4
Communication and presentation skills (written & oral)	✓		2,3,4
Analytical skills	✓		2,3,4
Problem solving skills	✓		2,3,4
Ability to manage own time/work to deadlines	✓		2,3,4
Record keeping	✓		2,4
Human Rights, Data Protection and Information Governance legislation		✓	2,4
Project management		✓	2,4
Inter agency collaboration		✓	2,4
Awareness of relevant legislation		✓	2,4
Ability to interpret relevant legislation/regulations		✓	2,4
Awareness of local government governance, policy and procedures		✓	2,4
Personal Qualities			
Customer focus	✓		2,4

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT
Personal Qualities (Cont.)			
Outgoing, enthusiastic and self-motivated	✓		2,4
Willing to work with others in a team environment	✓		2,4
Good interpersonal skills	✓		2,4
Ability to work without close supervision	✓		2,4
Car user / current driving licence		✓	2,4

RQF - Regulated Qualifications Framework

Assessment:

1. Test prior to shortlisting (ie all applicants)	2. From application form
3. Test after shortlisting	4. Probing at interview
5. Documentary evidence	6. Other

HOW TO APPLY

You can apply directly on our website at **www.veritau.co.uk/careers** using the application form. You will be asked to provide personal details, education and qualifications, employment history, and a supporting statement.

You can save progress on your application form and enter your email address to receive a link to complete it at a later date. This link will expire after 30 days, or when the vacancy closes.

We do 'blind applications' meaning that the team who sift application forms will not be able to see personal details or equality monitoring data.

EQUALITIES, DIVERSITY AND INCLUSION

Veritau is committed to creating a workplace where everyone feels welcome, valued, and respected. We encourage applications from all qualified individuals. We believe that equality, diversity and inclusion are essential to our success, and we are committed to providing equal opportunities to all candidates.

CRIMINAL RECORDS CHECKS

As part of its recruitment process, Veritau undertakes checks on the suitability of candidates for employment with the group. This includes the use of criminal record checks through the Disclosure and Barring Service (DBS). Applicants for this post will be subject to an enhanced DBS check, if offered a position.

Veritau complies fully with the DBS code of practice which can be viewed on the government's website.

Veritau's policy on the recruitment of ex-offenders can be accessed through the Veritau website at **veritau.co.uk/about/governance/#policies**. A criminal record will not necessarily be a bar to obtaining a position.