

<b>Job Family:</b>	<b>Partnership &amp; Commissioning - Front Line – Process knowledge</b>	<b>Grade:</b>	<b>5</b>
<b>Job Title:</b>	<b>People Directorate Subject Access Redaction Officer</b>	<b>Directorate:</b>	<b>People Directorate</b>
<b>Date:</b>	<b>31st July 2020</b>	<b>Version:</b>	<b>0:1</b>

#### **Brief Description of job role and department**

A Subject Access Request Redaction Officer is part of a wider team that processes Subject Access Requests (SARs) for the People's Directorate in the London Borough of Sutton, the People Directorate Subject Access Team.

The People Directorate SARs team will be responsible for all Subject Access Requests/DPA's/Third Party Information Sharing Requests on behalf of LBS Children Social Services, LBS Adult Social Services and Cognus.

The team is located within the People Directorate, and consists of two Redaction Officers, a Business Support Officer and the People Directorate Subject Access and Data Protection Lead.

This role will oversee and process all redaction and decide what information should be shared with the requestor. The Redaction Officer will also provide training and support to the Business Support Officers and support them with less complex redaction. Where there is uncertainty about what information should be shared, the officer must discuss with the People Directorate Subject Access and Data Protection Lead and when appropriate, the Information Governance team. The Redaction Officer will have access to an Adobe Pro licence to redact and will work electronically as much as possible in order to reduce the large volumes of paper currently being used.

#### **Representative accountabilities**

- Deliver core service activities under the close supervision of a more senior member of staff.
- Manage the resolution of complex customer complaints/issues within the area of expertise, escalating where appropriate.
- Drive and operate heavy plant machinery or specialist equipment.
- Maintain regular communication with other internal or external service providers to ensure efficient and coordinated service delivery.
- Create and populate basic databases to hold and manage information and service information to support senior officers in managing the service.
- Allocate tasks and review the work of more junior team members to ensure work is delivered to time and quality standards.
- Procure goods and services within financial limits using the Council's purchasing systems and rules.

<b>Budgetary accountabilities</b>
<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Specific accountabilities</b>
<ul style="list-style-type: none"> <li>• Acting as first point of contact for the processing of all Subject Access Requests relating to the People Directorate.</li> <li>• To facilitate and support individuals in accessing their records.</li> <li>• Responding to requests ensuring that all correspondence and associated disclosures are timely, accurate and compliant with legislation, regulations and policies.</li> <li>• Quality assure correspondence, disseminating best practice, training staff and maintaining records as part of a team charged with responsibility for co-ordinating and assuring Sutton Council's compliance with this legislation.</li> <li>• Assist in providing, training and guidance when required.</li> <li>• Support the Council's internal review officer/s in responding to complaints</li> <li>• Support the People Directorate Subject Access and Data Protection Lead and others in undertaking internal reviews of responses to Subject Access Requests.</li> <li>• Liaising with the People Directorate Subject Access and Data Protection Lead where a disclosure relates to sensitive matters.</li> <li>• Ensuring accurate records are kept of requests, responses, disclosures and exemptions and associated correspondence in accordance with SARs and DPA.</li> <li>• Supporting the provision of Information Rights Training across the People Directorate</li> </ul>
<b>Role Profile - Details Specific to Job Family</b>
<p>These roles focus on working in partnership with the community to identify outcomes and then to work with third parties and the community itself to design and commission services to best meet the needs of the citizens and communities in Sutton. These roles are accountable for the outcomes, but jointly with partners and often with little direct operational control. In order to achieve outcomes, these roles are required to work collaboratively with others, the most common example being commissioning staff that will monitor local partner activity in order to ensure the delivery of high quality results.</p> <p>At the lower levels, these roles undertake specific commissioning for discrete services. At the higher level, these roles set commissioning outcomes across a broad range of thematic services.</p>
<b>Role Profile - Details Specific to Grade</b>
<p>Providing technical and practical problem solving support and services that are focused on using specialist skills. This may involve guiding or reviewing the work of others.</p> <p>Roles requiring a level of process expertise to liaise with internal or external partner organisations.</p>

<b>Person specification (knowledge, skills, experience and behaviour required in the role)</b>
<p><b>KNOWLEDGE, SKILLS, EXPERIENCE:</b></p> <ol style="list-style-type: none"><li>1. Theoretical and practical understanding of the Data Protection Act 2018. A knowledge of other pertinent legislation i.e. the Human Rights Act, Police Reform Act, Regulation of Investigatory Powers Act and Police Reform and Social Responsibility Act, the Crime and Disorder Act 1998 are desirable.</li><li>2. Ability to redact documents, and prepare disclosure schedules for proposed disclosures in accordance with section 7 of the Data Protection Act 2018.</li><li>3. Ability to make evidence-based decisions taking into account the DPA legislation</li><li>4. Good analytical skills in order to assess information disclosures.</li><li>5. Excellent attention to detail.</li><li>6. Ability to inform and influence colleagues at all levels across the whole organisation.</li><li>7. Support the Information Governance team to undertake internal reviews of responses to subject access requests.</li><li>8. Good working knowledge and experience of records management, complaints processes, archive and retention principles and their supporting systems.</li><li>9. Ensuring accurate records are kept of requests, responses, disclosures and exemptions and associated correspondence in accordance with the DPA.</li><li>10. Proven ability to provide advice to both internal and external stakeholders on a variety of complex issues (including legal issues), with a keen awareness of sensitivities.</li><li>11. A working knowledge of IT applications and systems, with knowledge of redaction tools an advantage.</li><li>12. Excellent organisational skills and the ability to work under pressure to tight deadlines.</li><li>13. Ability to work effectively both independently and as part of a team.</li><li>14. Proven ability to show initiative and contribute in a changing environment.</li><li>15. Carrying out such other duties and responsibilities of a wider DPA nature as are required from time to time.</li></ol> <p>This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.</p>
<p><b>Mandatory accountabilities/requirements for all LBS staff</b></p> <ul style="list-style-type: none"><li>• Ensure all health and safety standards are adhered to for the relevant work area;</li><li>• Risk Management;</li><li>• Finance (including code of conduct, fraud and compliance);</li><li>• Apply Equalities and Diversity policies in the workplace;</li></ul>

- Council's Leadership Behaviours;
- Information Security and the Data Protection;
- Freedom of Information;
- Corporate Complaints Procedure;
- Complete mandatory e-learning – as directed;
- The Council's Core Values, Environmental Management System (EMAS) and other Borough and Group policies and procedures;
- Undertake duties consistent with the responsibilities of the post as required by the designated line manager/supervisor.
- Participate constructively in training and development and service planning activities.