



Role Profile

Information Compliance Manager			
Reference No:	A5059		
Service:	Customer & Online Services		
Job Family:	Customer Service/Contact Centre	Grade:	FC9

Purpose
To manage oversight and ensure that each Information Request will be processed in accordance with the relevant statutory requirements.
To ensure independent advice to all services in line with all statutory responsibilities regarding information requests.
To provide management support and direction within the Information Requests environment while managing and monitoring performance with agreed frameworks.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
<p>Providing a service to all directorates and ensuring compliance is being met for Information Requests throughout Fife Council.</p> <p>Leading on all information areas:</p> <p>FOI - Freedom of Information (Scotland) Act 2002 – all requests for information received by Fife Council fall in scope of FOI.</p> <p>EIR - Environmental Information (Scotland) Regulations 2004 – requests for information that is held relating to the environment, such as building, roads, health etc</p>

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Educated to SCQF level 9, which includes a Degree or equivalent	✓	
Professional qualifications in data protection and Freedom of Information law such as BCS Practitioner Certificate in Data Protection or Act Now Data Protection Practitioners Certificate		✓
Ability to provide clear and effective advice	✓	

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<p>(SAR) General Data Protection Regulations 2018 – Subject Access Requests – Data subject requests personal information about themselves.</p> <p>Other requests including; Pupils’ Educational Records (Scotland) Regulations 2003, Child Disability Payments (CDP), Adult Disability Payments (ADP)</p>			
<p>Informing and advising the Council (including all Council staff) on an independent basis of its obligations under the Freedom of Information Act, S15 of the GDPR and the Data Protection Act 2018 exemptions. Monitoring the Council’s compliance of the legislation involving every Council Service and the relevant Council policies relating to Information Requests.</p>	<p>IT skills</p> <p>Experience of attention to detail in the preparation of written work</p>	<p>✓</p> <p>✓</p>	
<p>Acting as the lead advisor and assigning responsibilities to relevant Council officers/teams; co-ordinating and delivering staff training for all Council staff/services; arranging for relevant audits to be carried out as necessary.</p>	<p>Experience of carrying out analysis and identifying solutions</p> <p>Experience of working with internal and external stakeholders including senior management</p> <p>Experience of delivering training initiatives</p> <p>Experience in managing conflicting demands</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Acting as the Council’s responsible officer and lead contact for the Office of the Scottish Information Commissioner’s (OSIC) on all matters relating to FOI/EIR and to co-operate with OSIC.</p>	<p>Written and oral communication skills</p>	<p>✓</p>	
<p>Acting as the lead contact for external customers with regard to all issues related to processing their right to information and the exercising of their rights under FOI/EIR and relevant sections of Data Protection Legislation.</p>	<p>Experience of customer service skills</p>	<p>✓</p>	
<p>Managing staff within the Information Management & Request Team and providing professional leadership and support to other corporate teams.</p>	<p>Experience of managing team workload and priorities</p> <p>Experience of motivating and leading others</p>	<p>✓</p> <p>✓</p>	
<p>Managing the design, implementation and delivery of Council policies and guidance in relation to Information Requests in order to evidence</p>	<p>Experience of writing and presenting complex reports</p>	<p>✓</p>	

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and improve Council compliance and presenting these to the Information Governance Working Group and ICT Governance Board. Reporting to the Standard Audit & Risk Committee Annually.	Experience in delivering presentations	✓	
Working closely with Council staff and Senior Management to lead the Council's compliance in respect of the relevant Legislation and ensuring that Services are delivering corporate objectives in these areas and identifying any areas for improvement.	Experience of developing and maintaining effective relationships	✓	
Contributing to and representing the Council in discussions with relevant public sector bodies which develop and share policy, national standards and best practice e.g. Scottish Government, OSIC, Social Security Scotland, National Information Request Network Group.	Experience of working with a range of diverse partners and organisations to achieve agreed goals Experience of actively working in the national arena and sharing best practice with other Councils and organisations	✓ ✓	
Working with Elected Members as required to respond to queries and delivering awareness training.	Experience of responding to elected member enquiries	✓	
Monitoring budgets and reporting on resource issues as appropriate	Experience of budget and resource management	✓	
Implementing and maintaining the Councils Request Information Management System	Experience of delivering effective management systems		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none">• Skills Framework (if applicable)• How we work matters	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.