



Job title	Information Compliance Officer	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Registrars (Information Security and Compliance)	Location	University Park Campus

Purpose of role

This is an opportunity to further develop a career in the Information Security & Compliance division within the Registrars department and successfully contribute to the delivery of its compliance goals.

The post holder will work in the Information Compliance team under the Senior Information Compliance Officers and reporting directly to the Data Protection Officer on a range of compliance activities.

Primarily you and another post holder will be responsible for managing Information Compliance Activities which will include managing the caseload of Freedom of Information Requests, Subject Access Requests, Disclosure Requests and Information Rights Requests. The role will be responsible for handling breach incidents, providing advice and guidance and recognising when incidents need onward escalation.

You will be responsible for the provision of ad hoc advice and guidance to colleagues on a range of Information Compliance matters, including Records Management advice and support.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Information Compliance Activities</p> <p>Freedom of Information</p> <ul style="list-style-type: none"> ▪ To proactively manage the caseload relating to FOIA and EIR. ▪ Liaising with colleagues and senior managers as necessary to collate information, providing advice and guidance as required. ▪ Drafting responses to FOIA requests. ▪ Ensuring statutory deadlines are complied with and exemptions applied where necessary. ▪ Proactively monitor all associated timescales and maintain detailed and accurate records of requests. 	60%

	<ul style="list-style-type: none"> ▪ Manage and maintain the University’s publication scheme and associated guidance. ▪ Subject Access Requests and Information Rights Requests ▪ To manage the caseload relating to SARs, Disclosure Requests and other Information Rights Requests. ▪ Collation and assimilation of information, identifying appropriate exemptions and redactions. ▪ Provision of specialist advice to colleagues. ▪ Data Breaches ▪ Investigate potential data protection complaints and breaches, liaising with the Data Protection Officer where required. ▪ Escalate such complaints/breaches to the Data Protection Officer where required. ▪ Provision of advice and guidance to colleagues on good practice. ▪ Assist the Data Protection Officer when liaising with the ICO. Training ▪ To independently deliver and assist the Information Compliance Team with the delivery of training sessions on aspects of Information Compliance. ▪ Provide advice, support and guidance to University colleagues. 	
2	<p>Data Protection</p> <ul style="list-style-type: none"> ▪ To support the Data Protection Officer and Senior Information Compliance Officers with operational tasks, providing general advice and guidance including escalating complex issues. ▪ Keep abreast of relevant legislation, current issues and other developments that relate to Information Compliance. ▪ 	20%
3	<p>Records Management</p> <ul style="list-style-type: none"> ▪ Support good record keeping practices within the Information Compliance Team, maintain the teams Information Asset Register in conjunction with the Data Protection Officer. ▪ Provision good practice advice and guidance to colleagues across the University on records management. 	10%
4	<p>Administrative Support</p> <ul style="list-style-type: none"> ▪ Provision comprehensive administrative support to the Data Protection Officer. Including supporting working groups and committees where required. ▪ Research, gather and collate information from a variety of sources to inform the learning and development of the Information Compliance Team and which can be used in the preparation of documentation and guidance. ▪ To manage and maintain the iCasework system used to log and manage Information Compliance Requests. 	10%

Person specification

	Essential	Desirable
Skills/Training	<ul style="list-style-type: none"> ▪ Strong demonstrable knowledge of FOIA and GDPR gained over several years. ▪ Excellent interpersonal and communication skills including response writing, drafting and presentation skills. ▪ Demonstrate ability to handle challenging situations and to function independently as well as part of a team. ▪ Ability to effectively communicate complex information compliance or data protection concepts to non-technical stakeholders. ▪ Ability to offer clear and practical advice and guidance on data protection and FOIA related policies and processes. ▪ Ability to handle sensitive and confidential issues effectively, including reviewing and redacting sensitive information within documentation. ▪ Competent analytical and problem-solving abilities. ▪ Willingness to be flexible with the ability to prioritise and to deliver to targets. 	<ul style="list-style-type: none"> ▪ Evidence of taking up development opportunities in the work/study environment.
Knowledge and experience	<ul style="list-style-type: none"> ▪ Sound operational knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook). ▪ Practical experience within the field of Information Compliance/Governance and Security. ▪ Working knowledge of UK GDPR, DPA (including breach management) and FOIA. ▪ Practical experience and good understanding of administration in a professional environment. ▪ Demonstrable stakeholder relationship building experience. ▪ Experience of managing large workloads, delivering on time and to a high quality. ▪ Experience of providing advice and guidance on good record management practices. 	<ul style="list-style-type: none"> ▪ Familiar with or have worked within High Education. ▪ Experience of communicating with regulators such as the ICO or OFS. ▪ Experience in managing customer contacts, face to face, on the phone or via email.

	<ul style="list-style-type: none"> Experienced in communicating with senior management in relation to information compliance issues and risks. 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> Proven substantial relevant work experience. 	<ul style="list-style-type: none"> Data Protection Qualification Freedom of Information Qualification Relevant Degree



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others



