

**SOUTH WALES FIRE AND RESCUE SERVICE**  
**JOB DESCRIPTION**

<b>Department</b>	Service Performance and Communications
<b>Post</b>	Information Governance Support Officer
<b>Post No</b>	502944
<b>Grade</b>	7
<b>Location</b>	Fire and Rescue Service Headquarters, Llantrisant
<b>Responsible to</b>	Information Governance Manager

**This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.**

**MAIN PURPOSE OF THE POST**

The post holder will provide additional resilience for and administrative support to the Information Governance Manager in matters relating to Information Governance, ensuring compliance with the relevant legislation. These include (but are not limited to) The General Data Protection Regulation (GDPR), The Data Protection Act 2018 and The Freedom of Information Act, The Regulation of Investigatory Powers Act 2000 (RIPA), Privacy and Electronic Regulations (PECR) and The Environmental Information Regulations 2004.

The post holder will also assist on matters relating to the effective management of information, including (but not limited to) records retention & disposal, information sharing and disclosures of information.

**DUTIES AND RESPONSIBILITIES:**

1. To assist with devising any awareness/training materials relating to Information Governance, including Data Protection, Freedom of Information (FOI) and other statutory procedures, such as issues relating to records and information management (e.g. Data Subject Access Requests), for all staff.
2. To conduct awareness/training activities relating to Information Governance, including Data Protection, Freedom of Information and other statutory procedures, such as issues relating to records and information management (e.g. Data Subject Access Requests), for all staff, as and when required.
3. To participate in team, department, inter-departmental, corporate, and external working groups and meetings as directed and to liaise with other departments,

public and other outside bodies and organisations as required. Where directed, represent the Information Governance Manager at team, inter-departmental, corporate and external working groups and meetings. The post holder will be expected to relay any relevant information provided by the Information Governance Manager and to capture any relevant notes, actions, and minutes and to communicate those to the Information Governance Manager.

4. To assist with the administration of Data Protection, Freedom of Information and other statutory procedures, such as issues relating to records and information management (e.g. Data Subject Access Requests).
5. To facilitate any queries received by the Information Governance team, be those internal or external queries. This will include assisting with any ad hoc queries received by the team relating to Data Protection, Freedom of Information and other statutory procedures, via telephone or email.
6. To facilitate viewing of images, footage, and the listening of audio by internal staff only (using pre-approved rules) and to identify and escalate more complex requests, including external requests, for approval by the Information Governance Manager, before release.
7. To carry out general maintenance and upkeep of files, filing systems and databases of files including the creation of new files, management of live and old files (both manual and electronic), including but not limited to the Information Governance team's shared folders, and maintenance of the organisation's archives.
8. To redact potentially sensitive information from documents prior to their release.
9. To monitor the organisation's Information Governance mailbox, in order to ensure that all queries received are satisfied and completed within the specified deadlines.
10. To maintain a log of all Information Governance requests and queries received by the Information Governance team, be those internal or external, ensuring that each request is effectively categorised and distributed to the appropriate in-house department/team. The postholder will liaise with departments to ensure that the organisation complies with any statutory or service deadline associated with each request.
11. To liaise closely with the Statistics and Risk team to ensure that all requests for operational incident reports from the Incident Recording System (IRS) are processed in accordance with the deadline of each individual request.
12. To ensure that all payments received for operational incident reports from the IRS by the Information Governance team are documented and subsequently processed by the organisation's Finance team.
13. To assist with the administration and upkeep of the Register of Processing Activities (RoPA), policies and procedures, forms, templates and guidance, training and awareness materials and Information Governance team's pages on the staff intranet.

14. To assist in the administration and conduct of Information Governance audits, data protection impact assessments, and implementation of the training and awareness plan and any associated events.
15. To assist with the administration relating to the implementation and maintenance of the South Wales Fire and Rescue Service FOI Publication Scheme, including updates to the website.
16. To assist in the preparation and collation of team reports, papers, statements and documents, including those relating to the Information Governance team's Key Performance Indicators (KPIs) on a routine and ad-hoc basis. The written outputs are provided to Welsh Government, Fire Authority Members, senior management, our partners and members of the public.
17. To provide professional clerical and administrative support to the Information Governance team to assist them in meeting the requirements of the service.
18. Undertake photocopying, scanning, faxing, filing, shredding and other similar administrative tasks as required.
19. To provide administrative support for the wider Service Performance and Communications department when required.
20. Any other duties commensurate with the grade and post.

## **STANDARD SERVICE REQUIREMENTS**

1. To attend in-house and external training courses as required.
2. To undertake in addition to the above duties and responsibilities such additional duties as may result from time to time from changing circumstances, but which will not change the general character or level of responsibility accorded to the post.
3. To utilise information technology as fully as possible within the constraints of the job, which shall include co-operating fully with any scheme or pilot scheme using the same, that shall be introduced within the department or across the Service.
4. To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
5. To ensure awareness and compliance with any directorate, department or team plans that may be implemented from time to time and ensure awareness and compliance with any systems or procedures implemented within the department.
6. To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts/omissions.

## ORGANISATIONAL VALUES

In performing the above role, all employees of the Service are required to observe and promote the Service's Core Values to be, at all times:

- Professional
- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient

