

Job Title: Information Governance Officer

Directorate: Corporate Services

Team: Legal Services

Reports to: Information Governance Manager

Grade/Salary: Level 6

JOB PURPOSE

Providing advice and support on Freedom of Information (FOI) requests and complaints, supporting the Information Governance Manager as required. The role will involve responding to FOI requests and complaints as well as record keeping and coordinating information between relevant directorates.

DIMENSIONS

Direct Reports: None

Location: homeworking or hybrid-office based in Loughborough or Bisham

Budget: Nil

Key Contacts: External Affairs, Legal, COO, DPO, Audit, Risk & Governance Committee Members, Information Asset Owners

KEY DUTIES AND RESPONSIBILITIES	Time %
<p>Governance and Operational Effectiveness</p> <ul style="list-style-type: none">• Logging and acknowledging FOI requests and complaints• Analysing and responding to FOI requests in accordance with the Freedom of Information Act 2000 and the Environmental Information Regulations 2004, with reference to the legislation and Information Commissioners Office guidance.	70%

<ul style="list-style-type: none"> • Investigating and responding to complaints in accordance with Sport England's Complaints Procedure • Collating information for responses • Coordinating the FOI internal review process • Coordinating the complaints procedure • Record keeping using Sport England's complaints & information governance case management system • Assisting the Information Governance Manager in managing all information governance and complaints policies and procedures for Sport England • Supporting the maintenance of the organisation's publicly available information governance resources such as the Disclosure Log, FOI performance reporting, and the Sport England's Publication Scheme • Keeping abreast of key developments on the law and guidance as it relates to FOI/EIR and complaints • Follow policies and procedures in relation to other matters e.g. Health and Safety, procurement, data protection. 	
<p>Relationship Management</p> <ul style="list-style-type: none"> • Assisting with providing advice and guidance to the organisation on information governance issues. • Influence colleagues across all directorates to value and carry out exemplary file management within their respective 	10%
<p>areas.</p> <p>Under guidance from the Audit, Risk & Governance Committee:</p> <ul style="list-style-type: none"> • Assist with ongoing improvement to information governance policies and systems. • Assist with training and updates to the organisation to support information governance. • Assist the conduct of information audits and corporate records 'clean-ups' and maintain the framework within which managers, Information Asset Owners and records champions are held accountable for the security and proper maintenance of corporate records. 	10%
<p>Ad Hoc</p> <ul style="list-style-type: none"> • Assist with any tasks relating to information governance and records management as might be delegated by Director of Legal or Information Governance Manager. 	10%



OUR VALUES

- Ambitious - Determined in pursuit of our goals, prioritising work and partnerships that will most advance our mission, help us succeed and make a positive impact on our nation.
- Innovative - Curious, optimistic and relentless, we question established ways of working and learn from each other and from our experiences.
- Inclusive - Harnessing our collective strength and respecting difference to create the conditions for everyone to engage and to excel.
- Collaborative - One team, committed to delivering together and working with others to make a difference to people's lives.

Person Specification

The additional skills, knowledge and experience required.

Essential

- 1) Demonstrable experience in a relevant role, or equivalent education
- 2) Experience of working in at least one or more of the following specialist areas: information governance, Complaints or Member Enquiries for a small to medium sized organisation
- 3) Demonstrable understanding of the principles and application of the Freedom of Information Act 2000 and Environmental Information Regulations 2004.
- 4) Strong written and oral communication skills with the ability to present complex information in a way that members of the public can easily understand
- 5) Excellent attention to detail, critical thinking and logical reasoning skills, with the ability to research, assess information and make sound decisions when responding to FOI requests and complaints.
- 6) Excellent IT skills, in particular MS Office
- 7) Able to manage work independently, prioritise effectively, and seek support where appropriate.
- 8) Demonstrates flexibility and a willingness to learn and develop new skills, with appropriate support.