



JOB DESCRIPTION

POST: Information Rights Officer

DEPARTMENT: ICT, Programmes and Information Governance

REPORTING TO: Information Governance Officer

RESPONSIBLE FOR: N/A

GRADE: 4

MAIN JOB PURPOSE:

The Information Rights Officer, reporting to the Information Governance Officer (IGO), plays a crucial part in providing Babergh and Mid Suffolk District Councils with the skills, knowledge, and expertise to ensure our information and data assets are managed and governed.

The Information Rights Officer provides specialist administrative and operational support to the Information Governance Team.

The postholder will coordinate and support the delivery of the Council's Information Governance responsibilities, including data protection, freedom of information, environmental information regulations, records management and information security processes.

Working closely with the Information Governance Officer, the postholder will support compliance with Information Laws, maintain governance records and systems, coordinate statutory requests and governance activities, provide procedural guidance to officers and assist in promoting good information governance practice across the organisation.

The role requires a sound understanding of Information Governance legislation, policies and procedures together with the ability to exercise judgement within established frameworks and identify matters requiring escalation. This role supports the delivery of the Council's Information Governance work programmes while helping to ensure compliance with statutory obligations.

DUTIES AND RESPONSIBILITIES:

Information Rights

- Coordinate and monitor requests received under:
 - Freedom of Information Act 2000
 - Environmental Information Regulations 2004
 - Data Protection Act 2018

- UK GDPR Data Subject Rights
- ensuring statutory deadlines are tracked and achieved
- Review incoming requests and determine the appropriate process, service allocation, timescales and escalation route in accordance with agreed procedures.
- Monitor progress of requests across service areas and proactively follow up outstanding actions.
- Support the preparation and issue of responses to information requests.
- Maintain accurate records and audit trails relating to requests, decisions, exemptions, correspondence and reviews.
- Administer Internal Reviews and support responses to enquiries from the Information Commissioner's Office (ICO).
- Take responsibility for the redaction of personal and sensitive information in accordance with legislation and guidance, specifically for DSARs but elsewhere as required.

Data Protection and Compliance Support

- Support the administration and monitoring of Data Protection Impact Assessments (DPIAs), Data Sharing Agreements and other governance documentation.
- Maintain Information Governance records, registers and systems including Information Asset Registers, risk logs and compliance records.
- Support the administration of information incident and data breach processes, ensuring incidents are accurately recorded, tracked and reported to the Information Governance Officer.
- Assist with the collection, validation and analysis of Information Governance performance information and compliance reporting.
- Support periodic compliance reviews, assurance activities and audits by gathering information and maintaining supporting records.
- Monitor routine compliance activities and identify issues, trends or risks for escalation.

Advice and Guidance

- Act as a first point of contact for routine Information Governance enquiries from officers across the Councils.
- Provide guidance on established Information Governance procedures, standards and requirements.
- Signpost managers and staff to relevant legislation, guidance, policies and supporting documentation.
- Support services in understanding and complying with:

- UK GDPR
- Data Protection Act 2018
- Freedom of Information Act
- Environmental Information Regulations
- Corporate Information Governance policies and procedures.
- Escalate complex, high-risk or contentious matters to the Information Governance Officer.
- Identifies appropriate exemptions, procedural considerations or potential risks for referral to the Information Governance Officer.

Information and Records Management

- Support the maintenance and continuous improvement of Information Management and Records Management arrangements across the organisation.
- Assist services in applying records retention and disposal requirements.
- Support exercises relating to data quality, records reviews and information asset management.
- Assist in maintaining templates, procedures, guidance documents and information governance resources.
- Administer Information Governance systems, databases, registers and case management tools, ensuring records remain accurate and up to date.
- Produce management information, statistics, reports and performance data relating to Information Governance activities.

Training and Awareness

- Support the delivery of Information Governance awareness activities and campaigns.
- Coordinate Information Governance training sessions, workshops and communication activities.
- Maintain training records and support monitoring of mandatory Information Governance training completion.

Partnership Working

- Develop productive working relationships with officers and managers throughout the Councils.
- Liaise with third-party organisations, contractors, partner organisations and regulatory bodies where required.

- Work collaboratively with ICT, Legal, Complaints, Democratic Services and other teams to support Information Governance objectives.

Continuous Improvement

- Identify opportunities to improve Information Governance processes and customer experience.
- Contribute to the development, implementation and review of Information Governance procedures and working practices.
- Keep informed of developments in Information Governance legislation, guidance and best practice.
- Undertake any other duties commensurate with the grade and responsibilities of the post.

Additional information

- a) Does this job require a DBS check? **Yes/No** At BASIC level only.
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **Yes/No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
Educated to A-Level standard or equivalent qualification, or able to demonstrate equivalent relevant experience. Evidence of continuing professional development. Information Governance, Data Protection or Records Management qualification (or willingness to work towards one).	A/I
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
Experience of working within an administrative, compliance, governance, legal, ICT or information management environment in a complex environment. Experience of administering processes that are governed by legislation, regulation, policy or statutory timescales. Experience of maintaining accurate records, databases, registers or case management systems. Experience of working with confidential and sensitive information. Experience of communicating effectively with a range of stakeholders both verbally and in writing. Experience of planning and organising work to meet competing priorities and deadlines. Strong working knowledge of Microsoft 365 applications including Outlook, Word, Excel and Teams. Experience of giving advice and building effective and productive	A/I

working relationships with people at all levels. Experience of working under pressure, meeting tight deadlines, and working flexibly in response to changing circumstances. Experience of delivering complex projects involving multiple stakeholders or departments within tight deadlines. Desirable Experience of handling FOI, EIR or Data Subject Rights requests. Experience of working within Local Government. Experience of compliance monitoring, audit support or governance reporting. Experience of Information Governance, Data Protection, Records Management or Information Security activities.	
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
Understanding of the principles of Information Governance and the importance of protecting information assets. Working knowledge of the UK GDPR, Data Protection Act 2018, Freedom of Information Act 2000 and Environmental Information Regulations 2004. Ability to interpret and apply policies, procedures and guidance to routine situations. Ability to analyse information, identify issues and determine appropriate actions within established procedures. Ability to identify risks, concerns or potential non-compliance and escalate appropriately. Excellent organisational skills and the ability to manage multiple priorities whilst meeting statutory deadlines.	A/I

Excellent attention to detail and accuracy. Ability to maintain confidentiality and exercise discretion when handling sensitive information. Strong written communication skills, including the ability to produce clear correspondence and reports. Strong interpersonal skills with the ability to establish effective working relationships across services. Ability to provide advice and guidance on established procedures to managers and colleagues. Ability to work independently using initiative whilst contributing effectively as part of a team. Ability to learn and apply new legislation, guidance, processes and technologies. Ability to support training, awareness and continuous improvement activities. Proficient in the use of general office ICT systems and case management applications.	
OUR BEHAVIOUR'S	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



Our Values

...we believe in



OUR PEOPLE

We empower, value and develop our people to work together as one dynamic and efficient team.



OUR CUSTOMERS

We care about delivering high quality, customer focused outcomes with our communities and partners.



BEING OPEN and HONEST

We are open, transparent and truthful.



TAKING OWNERSHIP

We take pride in our work and take responsibility for our actions.



BEING AMBITIOUS

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.



PROUD
to display
the **BADGE**

COMMITTED



disability
confident

EMPLOYER



Accredited
2026

MENTAL HEALTH AT WORK COMMITMENT



DYING TO WORK



MINDFUL EMPLOYER



ARMED FORCES COVENANT

EMPLOYER RECOGNITION SCHEME

SILVER AWARD