



ROLE PROFILE

Role Title:	Information Rights Supervisor
Department/Unit:	IMD - Information Rights
Rank/Grade:	(B) SO2 (C) SO1 (H) B4
Reporting to:	Head of Information Rights & Assurance
Main purpose of the role:	<p>Supervising and monitoring the BCH Information Rights Department staff comprising in excess of 14 practitioners. Prioritise workloads across the unit and daily business to ensure that their staff responds appropriately to requests for information from the public and staff. Also, carrying a personal caseload of the most complex disclosure and provide expertise regarding the application of exemptions and senior decision making on complex and sensitive requests for disclosure, complaints, ICO reviews and tribunal appeals against earlier decisions.</p> <p>Ensuring the three forces meet their statutory and regulatory duties in relation to Freedom of Information, Data Protection, Environmental Information Regulations and Information Sharing. Ensuring BCH processes in relation to policy/ standard operating procedures.</p> <p>The role will contribute to achieving the Bedfordshire, Cambridgeshire and Hertfordshire vision, purpose and values.</p>

Key Responsibilities
<ul style="list-style-type: none"> Managing and monitoring the performance of the Information Rights unit comprising in excess of 14 practitioners. Prioritise workloads across the unit, intervening where necessary to ensure that objectives and required standards are met. Monitor unit performance by producing statistical reports for senior management and force executive boards. To represent the three forces at local and regional level. Responsible for the management of Information Rights staff ensuring that resources are developed appropriately to maintain high levels of service in line with priorities and strategies and agreed standards of performance. To effectively oversee and manage change within the Information Rights unit to ensure the three forces embrace all technological opportunities and adhere to changing legislation. Act as a contact point internally and externally including partnership agencies to give specialist advice on all information rights issues and provide guidance to practitioners and other staff with disclosure responsibilities i.e. police officers, legal services and force executives. Supervising the processing of Freedom of Information Act (FOI) / Environmental Information Regulations (EIR) requests received by the three forces to ensure they are managed in a manner that adheres to legislation and timescales. Oversee training of all staff to ensure effective decisions can be made on the release of information to the public domain. Provide expertise regarding the application of exemptions and senior decision making on complex and sensitive requests for disclosure, ICO reviews and tribunal appeals against earlier decisions. Supervising the processing of all Data Protection Act (DPA) disclosure requests received by the three forces in a manner that adheres to legislation and timescales. Oversee training of all staff to ensure effective decisions can be made on the release of information to the public domain. Application of expert knowledge of the DPA legislation and its exemptions will be applied to enable appropriate redactions in response to enquiry. This will include areas of work such as subject access requests, Section 35 Data Protection Act, Insurance company disclosure requests and Family Court Orders, which may contain contents of a sensitive and/or distressing nature. Provide expertise and senior decision making on complex and sensitive requests for disclosure and ICO complaints against earlier decisions. Supervising the processing of requests relating to the deletion of information on an applicant's police national record and the removal of locally held information across the three forces. (BCH). Ensuring



ROLE PROFILE

practitioners consider and balance the public interest with the applicant's human rights when completing reviews.

- In conjunction with the Head of Information Rights and Assurance, formulate all BCH policies and procedures for Information Rights including office processes; Develop, implement and review processes in relation to Freedom of Information, Data Protection, Environmental Information Regulations, Information Sharing, Policy/ Standard Operating Procedures, of new legislation.
- This can be done by having regular contact with counterparts through local and regional meeting structures, with a remit to maintain standards which are consistent with national rules, guidance and best practice.
- To be aware of Force and joint Force policies as well as any Standard Operating Procedures, Equality and Data Protection Impact Assessments. Ensure data sharing agreements are produced and maintained by the unit, meeting with statutory and legislative requirements.
- With direction from the Head of Information Rights and Assurance liaise with other departments, investigate public complaints of unlawful disclosure of information to establish if there has been a breach in legal requirements or force policy and recommend possible courses of action. Also carry out detailed analysis and respond in full to all complaints lodged through the Information Commissioner's Office (ICO) in relation to an applicant being dissatisfied with our decision under DPA, FOI and/or EIR.
- Quality assure all disclosure material to assess suitability for release into the public domain through the disclosure log/publication schemes on the BCH websites. Alerting senior management to emerging issues or sensitive judgements and decisions in a timely manner. Any other duties that are commensurate with the role and grade as may be requested by line management.

Agile Working	To be confirmed
Psychological Assessment	To be confirmed
Return on Investment	To be confirmed
Limited Duties	To be confirmed

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Line management responsibility for staff

Entry Requirements
<ul style="list-style-type: none"> • Certificates (ISEB or equivalent) in Freedom of Information and Data Protection or willingness to study and successfully pass the course (both 5 day course plus exam). • NVQ Level 3 or equivalent work experience. Will be required to work towards achieving a professional qualification • Experience of supervising a team, managing workloads to meet deadlines. • A good standard of written and verbal communication for correspondence and reports and be able to speak to people face to face and over the telephone clearly and concisely. • An applied knowledge of the Freedom of Information Act 2000, and the Data Protection Act 1998, in particular rights of the Data Subject Access provided within, to include 'exemptions'.



ROLE PROFILE

- Ability to demonstrate analytical skill, interpersonal skills and organisational skills.
- Proven problem solving abilities with high level of attention to detail and the ability to meet deadlines.
- Ability to communicate at all levels to elicit information and communicate decisions.
- Utilising all BCH ICT systems, social media and data.
- Ability to work under pressure and on own initiative.
- Ability to interpret, analyse, assess and present information.
- Ability to maintain confidentiality at all times whilst working with sensitive data.
- Mental resilience to cope with the distressing content of some files.
- Continuous professional development in the role.

Any other General Requirements/Scope

- This role requires the post holder to have the ability to travel to different locations across Bedfordshire, Cambridgeshire and Hertfordshire.
- If using a private vehicle then business insurance needs to be organised by the individual.
- Vetting is required, as advised by the vetting unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.



ROLE PROFILE

Personal Qualities (Behavioural Competencies)

We are emotionally aware

I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

We take ownership

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

We are collaborative

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

We deliver, support and inspire

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

We analyse critically

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.