


## Job Description

	<b>Job Title</b>	Lead Information Specialist
	<b>Directorate</b>	People and Organisational Effectiveness
	<b>Department</b>	Customer Enquires and Complaints Team
	<b>Grade</b>	5
	<b>Standard/Premium</b>	Standard
	<b>Reports to</b>	Customer Information and Data Requests Manager
	<b>Team Management</b>	N/A

### Role purpose

The Lead Information Specialist will play a key role within the Customer Information and Data Requests team. The post holder will use their extensive knowledge of the General Data Protection Regulations (GDPR) 2018 and Freedom of Information Act (FOIA) 2000 legislation to ensure that complex statutory information requests are handled appropriately and in line with the organisation's processes.

The post holder will deputise for the Customer Information and Data Requests Manager, lead on complex requests and will conduct internal reviews. The post holder will seek opportunities to enhance services to our customers and will be involved in promoting transparency across the organisation.

### Key accountabilities

#### Statutory information requests

1. Managing high profile and complex FOIA and GDPR requests including large scale disclosure exercises associated with police operations, and public reviews/inquiries.
2. You will be the first port of call for the Customer Information and Data Requests Assistant to assist them with any questions they have when carrying out their duties.
3. Working directly with customers and stakeholders, by phone and email to

understand their requests and support them to get the resolution they require.

4. Providing advice and guidance to Customer Information and Data Requests Officers to assist them to complete responses.
5. Conducting quality management checks on the standards of case management.
6. Producing weekly monitoring reports to inform the organisation about performance against statutory deadlines and which teams/ colleagues have outstanding tasks required to assist in completing requests.
7. Identifying and addressing issues which may be effecting our ability to respond to requests within statutory targets and escalating these to the Customer Information and Data Requests Manager as necessary.

### **Internal Reviews**

8. Conducting internal reviews in cases where customers are dissatisfied with our original response.
9. Working with the Customer Information and Data Requests Manager to complete internal reviews which are of a particularly high profile and complex nature.
10. Capturing learning points from internal reviews and feeding these back to the team as necessary.

### **Transparency**

11. Lead on identifying ongoing trends with FOIA requests and liaise with the wider organisation to promote the active publication of data on our website for areas of public interest.
12. Organising and presenting meetings to promote transparency across the organisation.

### **New starters/training**

13. Assisting the Customer Information and Data Requests Manager with the induction of new starters which will include coaching and mentoring.
14. Review training materials and procedures available to staff (such as our eLearning modules) and ensure they are up-to-date and reflect the values of the NMC.

### **Other responsibilities**

15. Deputise for the Customer Information and Data Requests Manager as required.
16. Work to de-escalate issues and avoid the need for internal reviews or

involvement in cases by the Information Commissioner's Office.

### **Standard responsibilities**

There are a number of standard duties and responsibilities that all employees, irrespective of their role and level of seniority within the NMC, are expected to be familiar with and adhere to.

- Comply at all times with the requirements of health and safety regulations to ensure their own wellbeing and that of their colleagues.
- Promote and comply with NMC policies including diversity and equality both in the delivery of services and treatment of others.
- Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the General Data Protection Regulation and the Data Protection Act 2018.
- Comply with NMC protocols on the appropriate use of telephone, email and internet facilities.
- Comply with the principles of risk management in relation to individual and corporate responsibilities.
- Comply with NMC policies and procedures as compiled on the organisation's intranet.

### **People management**

- Provide strong leadership and direction and keep performance improvement under review and ensure that performance targets are met.
- Facilitate and support the teams to enable them to achieve the department or directorate's objectives.
- Provide consistent performance management by providing regular feedback, conducting formal reviews, and identifying and addressing business-focussed training and development needs.
- Manage issues relating to conduct and capability, ensuring that such issues are dealt with in a focussed and timely manner.

This job description is not exhaustive and as such the post holder is expected to be flexible. Any changes will only be made following a discussion with the post holder.

<b>DBS Status</b>	No check required/ <b>Basic check</b> , Standard check/Enhanced check
<b>Politically Restricted</b>	Yes/ <b>No</b>
<b>Does this role attract any special conditions, e.g. on call, other allowances?</b>	No

## Person Specification

<b>Job Title:</b> Lead Information Specialist – Customer Information and Data Requests Team <b>Grade:</b> Standard 5	<b>To be identified by:</b> Application Form (A) Test/Assessment (T) Interview (I)		
<b>Essential</b>  <b>Qualifications and experience</b>  1. Educated to degree level or equivalent experience  2. Demonstrable ability to respond to complex statutory information requests under GDPR and FOIA  3. An industry recognised practitioners qualification in GDPR, FOIA or both.  4. Good experience of letter and report writing in response to complex issues.  5. Good experience of working to challenging timescales  6. Good experience working in a customer services environment  7. Good experience of working with a range of internal and external stakeholders, including law enforcement agencies.  8. Good experience of working in a politically sensitive environment, working with confidential information.  9. Numerate with the ability to interpret and compile statistics.  10. Demonstrable experience of training/coaching/mentoring staff would be an advantage			

<p><b>Knowledge, skills and abilities</b></p> <p>11. Extensive knowledge of the FOIA and GDPR with the ability to advise staff and apply the legislation to an expert level</p> <p>12. IT skills including proficiency in Microsoft Office Word, Excel and PowerPoint and the ability to operate and maintain databases</p> <p>13. Good verbal and listening communication skills with the ability to lead and engage participants in meetings</p> <p>14. Negotiations skills with the ability to persuade and influence others</p> <p>15. Ability to plan, prioritise a variety of tasks with a high level of accuracy</p> <p>16. Understanding of a healthcare regulatory environment would be desirable</p> <p><b>Personal qualities</b></p> <p>17. Highly motivated and flexible</p> <p>18. Reliable and calm under pressure</p> <p>19. A commitment to and understanding of the importance of equality and diversity within the environment that the NMC operates</p> <p>20. A good team player</p>			
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