

Information Rights Job Profile

Introduction

Information Rights management is concerned with the governance and delivery of citizens' and staff access rights enshrined in the Data Protection Act 2018, Freedom of Information Act 2000 and Environmental Information Regulations 2004.

Information Rights staff ensure that understanding of the Acts' legal obligations is embedded in the business and that staff know where to turn for advice and support. They understand and implement KIM best practice for the handling of information captured by these access rights, produce guidance on meeting subject access and Freedom of Information requests and oversee/monitor statutory compliance.

Information Rights managers require a good knowledge of business requirements, policy and ways of working in their organisation; they must understand legal and other statutory obligations, available technology and technological limitations. They should also understand the flow of information across their organisation and link up with wider Information Governance and data sharing policies and strategies. At senior levels they will need to interface with the Information Commissioner, Parliament's independent regulator of information rights legislation.

Tasks

Information rights staff undertake the following tasks:

- Provide advice and written guidance on handling citizen information rights requests
- Drafting timely response to information rights requests
- When required, conduct internal reviews of Freedom of Information cases
- Monitor organisational performance in responding to information rights requests and take steps to address any deficiencies
- Managing stakeholder equity in information rights responses
- At senior level, acting as the organisations interface with the Information Commissioner

Skills Required by Information Rights Officers

Awareness Level (AA/AO)

1. Using, evaluating and Exploiting Knowledge and Information:
 - Has a basic awareness of KIM principles, tools, techniques and processes.
 - Follows KIM practices and procedures in accordance with instructions and knows when to seek more specialist support.
 - Recognises the importance of maintaining information quality and integrity.
 - Recognises the benefits of collaborative working and knows how to use tools, including social media, to support effective collaboration.
 - Understands the range and scope of the organisation's KIM resources and facilitates access to exploit and reuse them.

2. Acquiring, Managing and Organising Knowledge and Information
 - Has a basic awareness of KIM creation and capture tools, techniques and processes.
 - Has a basic understanding of the different business requirements for protecting information and applies the appropriate standards and policies for handling, storing, disseminating and preserving it.
 - Has a basic understanding of the need to manage information throughout its lifecycle and applies retention and disposal principles to own information.
 - Has a basic understanding of good KIM principles and ensures that own information is made available and used.

3. Information Governance
 - Has a basic awareness of relevant Information Governance legislation, policy and standards.
 - Operates Information Governance practices and procedures, in accordance with instructions, and knows when to seek more specialist support, e.g. whether third party personal data can be shared more widely.
 - Identifies discrepancies/updates required to Information Rights Management policy and brings it to the attention of the policy owner.

Practitioner Level (EO/HEO)

1. Using, evaluating and Exploiting Knowledge and Information:
 - Knows the key legislation relating to Information Rights Management and applies Information Rights Management good practice and case law, e.g. the Judgment in *Durant v Financial Services Authority* [2003] EWCA Civ 1746 (*Durant*).
 - Identifies and develops networks of Information Rights Management experts and develops activities to support these networks and communities.

- Provides online guidance to staff on Information Rights Management, which adheres to guidance provided by the Information Commissioner's Office (ICO).
- Complies with guidance provided by Departmental Information Rights Teams and ICO Policy Information Rights Management website pages, through effective content management.
- Has a good awareness of how information and knowledge flows across the organisation.
- Works with stakeholders to identify information skills gaps and develops relevant services, training, advice or guidance proactively to meet business needs.

2. Acquiring, Managing and Organising Knowledge and Information

- Understands how to comply with information legislation and standards; offers expert help and guidance to staff dealing with information requests.
- Provides casework guidance on complex Freedom of Information (FOI) and Data Protection Act (DPA) requests, including media sensitive requests and internal reviews.
- Understands the handling process for the release of third party information/data release, in the data protection space.
- Provides expert guidance to staff on the interface between the DPA and FOI regimes, e.g. handling requests for third party personal data.
- Coordinates the organisation's responses to Information Commissioner complaints relating to FOI and DPA requests for assessment.
- Keeps up-to-date with case law on Information Rights Management legislation and acts on changes, where appropriate.

3. Information Governance

- Ensure Information Rights Management governance regimes are robust, and that policies for handling information legislation requests take account of information risk policies and standards.
- Monitors compliance with Information Rights Management policies and promotes best practice in responding to information legislation requests.
- Reports on failures in Information Rights Management compliance through the appropriate channels.
- Ensures robust assurance of FOI releases, where the information sought is likely to be media sensitive.

Leader Level (SEO/Grade 7 and equivalent)

1. Using, evaluating and Exploiting Knowledge and Information:

- Develops the right networks and relationships to ensure that Information Rights Management awareness is embedded across the organisation.

- Develops and champions best practice in delivering Information Rights Management regimes across the organisation.

2. Acquiring, Managing and Organising Knowledge and Information

- Monitors Information Rights Management litigation cases and ensures that the Government Legal Service (GLS) is engaged early on any appeals to the Information Tribunal.

- Ensures that the merits of any appeal are shared with Information Risk Owners in the organisation, including Ministers.

- Has a working knowledge of the handling process for the release of third party information/data release, in the data protection space.

3. Information Governance

- Monitors, promotes and continually improves the organisation's Information Rights Management regimes.

- Develops information risk management policies which include Information Rights Management governance and compliance.

- Carries out regular audits of Information Rights Management governance and implements risk mitigation as appropriate.

- Liaises with key officials in the Information Commissioner's Office (ICO) as the independent external oversight authority.

- Consults and liaises with Information Rights Management colleagues in other Government Departments to share best practice: Cabinet Office – Freedom of Information (FOI); Ministry of Justice – Data Protection Act (DPA); Department for Food and Rural Affairs – Environmental Information Regulations (EIRs); and The National Archives (TNA).

- Identifies gaps in Information Rights Management governance and has awareness of overlaps between different Information Rights Management compliance regimes, to manage any residual risks or competing requirements.

Senior Leader Level (Grade 6 and above)

1. Using, evaluating and Exploiting Knowledge and Information:

- Is responsible for maximising KIM improvement for the entire organisation.

- Leads and builds KIM capability and culture within the team and across the organisation, ensuring that there is a joined up approach with the work of other areas across Whitehall and beyond.

- Influences organisational strategy to ensure that KIM is sufficiently recognised, valued and resourced.

- Advocates KIM and ensures the profession is visible both within government and across the wider KIM community.

- Ensures KIM, including Information Rights Management, is considered as part of the strategic planning for business and organisational change.

- Drives positive change in light of evaluation and exploitation of further knowledge and information.

2. Acquiring, Managing and Organising Knowledge and Information

- Is the recognised and visible authority within the organisation for managing and organising information and Information Rights Management.
- Develops and communicates the strategic direction for acquiring and coordinating KIM resources across the organisation, including for enterprise content management.
- Drives continuous improvement in the acquisition of KIM resources.
- Defines the information architecture for the organisation and ensures these principles are communicated and integrated across the business.
- Drives efficiencies and rationalises the use of KIM resources.
- Manages handling process for the release of third party information/data release, in the data protection space.

3. Information Governance

- Identifies and develops appropriate Information Governance structures in conjunction with stakeholders and ensures there is accountability for information risks and issues and these are fully visible.
- Ensures the appropriate internal governance and policies are in place to support compliance with relevant statutory regimes, e.g. Data Protection Act (DPA), Freedom of Information (FOI) and The National Archives (TNA).
- Ensures alignment with wider organisational, Civil Service and external governance to enable full visibility and prioritisation of information risks and issues.