

FOI Release
Information released under the Freedom of Information Act

Title: Knowledge Management/Freedom of Information/Data Protection/Disclosure of Information Management

Date of release: 24 June 2013

Information request:

I am currently reviewing our Knowledge and Information Management team and am keen to know how other NDPB's manage this type of work in their organisation: knowledge management/data protection/freedom of information requests/help desk services etc.

I am interested to know if they have a dedicated team to cover these areas of work, how big the resource is in each area, the job roles and salaries of these roles and where the team/individuals fit within the organisation. If there is very little resource can you please confirm how you manage this work?

Information released:

The Intellectual Property Office (IPO) has a team of two dealing with information rights, within the Office Services area. DPA matters, including subject access requests, are usually dealt with at C1 level, (civil service equivalent to SEO grade), together with internal reviews of refusals of FOI requests and some correspondence arising from some complaints to the Information Commissioner. First level requests are currently dealt with at B1 (equivalent to lower EO level), but the post has been recently regarded to B2 (upper EO).

The C1 post is predominantly one of information management, with corporate responsibility for records management, DPA and FOI.

The B1 post holder (30 hours per week) is more or less fully occupied with handling FOI requests, proving advice to the business, administration and policy areas of the Office, some ICO complaints as well as reviewing the publication scheme and collating the FOI disclosure log, with some clerical support as required. I've attached an extract of the IPO grade and salary table.

<u>IPO Grade</u>	<u>Civil Service Equivalent</u>	<u>Salary minimum</u>	<u>Salary maximum</u>
B1	Level 2 EO	£19,059	£21,580
B2	Level 2 EO	£23,036	£26,179
C1	Level 3 HEO and SEO	£29,144	£36,892

With regard to other aspects of knowledge management, the IPO has a helpdesk team to deal with public enquiries about intellectual property rights and a separate copyright enquiries line. The press office function is shared with our parent Department for Business, Innovation and Skills.