

Job Title: Public Access Officer	
Job Evaluation Number	B673

JOB DESCRIPTION

Job Title: Public Access Officer	Location: TVP/Hampshire
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Public Access Manager	Band level: 3G
Staff Responsibilities (direct line management of): 1 or 2 staff	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Supporting the Public Access function, enabling the force(s) to respond appropriately to requests for information and advice, and ensuring that the Chief Constable's statutory obligations are effectively and lawfully discharged.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

Resources - Provide departmental resilience; supervise IM staff activities, including health and safety, welfare, PDR and resources across both forces.

Strategy - Identify Information Management business risks and propose recommendations for mitigation to management.

Delivery - Maintain, produce and assist with the analysis of performance information, records and spreadsheets (using a broad spectrum of IT systems and applications) in support of information management business areas.

Contributing and participating in the creation and delivery of guidance, training and operational procedures surrounding information management for both forces.

Cultivate relationships with stakeholders in order to raise awareness and proactively contribute to improving the two forces' adherence to Information Management standards.

Provide an effective service to internal and external customers on all Public Access related activities, solving related problems, providing recommendations and outcomes to resolve issues and mitigate risks.

Research and analyse information systems in support of information management business areas.

Balance the necessity of disclosure against legislative and statutory requirements making risk assessed disclosures whilst ensuring that they are proportionate and justified, and give an explanation for withholding information when appropriate and applying the charging standards when required.

When necessary, support the efficient and effective day to day running of the IM Helpdesk and provide specialist advice, and guidance on complex issues relating specifically to Data Protection and Freedom of Information and to the release or protection of police information.

Analyse and action applications for the disclosure of information held in police systems made under the Subject Access provisions of the Data Protection and Freedom of Information Acts, and other non-operational requests, maintaining tracking processes to ensure any response is appropriate and made within the statutory requirements and deadlines.

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Maintain the Publication Scheme and ensure that the disclosure log is maintained and updated.

Provide specialist guidance and advice to the force(s) and public via the IM Helpdesk on all IM related matters and specifically DP and FOI related matters.

- c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:

Delivering services and advice to two forces with different structures, policies, cultures and systems.

Vetted to the appropriate level to identify and handle sensitive, personal and classified information in accordance with recognised Information Management standards and legislation.

Be prepared to travel and to provide resilience between both Forces as and when required.

Required to maintain a working knowledge of relevant information legislation, policy and procedure in order to provide an effective and efficient service.

Regular daily contact with members of the public and receiving complaints.

Applications made under the Data Protection and FOI Acts have statutory deadlines to respond and failure would result in the force being in breach of the legislation. Erroneous disclosures could potentially have an impact on the whole Police service.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. Good problem solving abilities and customer service skills, with attention to detail and deadlines.	E
2. Highly effective communication skills.	E
3. Proven advanced user skills in office computer applications including spreadsheets and databases.	E
4. Maintain a high degree of integrity and trust when dealing with sensitive and classified information.	E
5. Proven understanding of Information Management principles and relevant legislation (Data Protection Act, MOPI and Freedom of Information Act).	E
6. Good standard of education and experience in relevant discipline, e.g. Data Protection, Freedom of Information.	D
7. Experience of staff management, including staff development and operational planning within area of expertise.	D