

Job Description

# **Job Title:**

Information Governance Officer – Records

# **Responsible To:**

Legal Services and Standards Manager

# **Responsible For:**

None

# **Grade:**

Grade 7, Spinal Column Point 28-32, £ 39,152 - £42,839

# **Hours:**

36.25 hours per week

# **Location:**

Information Governance, Lancashire Fire and Rescue Service Headquarters, Garstang Road, Fulwood, Preston, PR2 3LH

# **Other terms and conditions:**

* National Joint Council for Local Government Services (Green Book)
* Ad Hoc Car User

# **Special Requirements**

* It is a requirement of the post that the post holder holds a current category ‘B’ (car) full driving licence and has a car available which meets the requirements of Lancashire Fire and Rescue Service.
* This role is subject to a Standard Check by the Disclosure and Barring Service[[1]](#footnote-1)

# **Our Aim**

The intended result of all our efforts is to: make Lancashire safer.

This is what we are here to achieve. We seek to do this by delivering prevention, protection, and emergency response services; using our trusted position in the community to influence the wider safety of people and working in partnership with other organisations where we have shared objectives.

# **Our Priorities**

* Valuing our people so they can focus on making Lancashire safer.
* Preventing fires and other emergencies from happening.
* Protecting people and property when fires happen.
* Responding to emergencies quickly and competently.
* Delivering value for money in how we use our resources.

The way we work to achieve our priorities is as important as what we do, and our Service values ‘Strive’ reflects the behaviours we expect from our staff:

* Service: Making Lancashire safer is the most important thing we do.
* Trust: We trust the people we work with.
* Respect: We respect each other.
* Integrity: We do what we say we will do.
* Valued: We actively listen to others.
* Empowered: We contribute to decisions and improvements.

The Service values are underpinned by the national Core Code of Ethics for Fire and Rescue Services in England. The Core Code sets out five ethical principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour:

* Putting our communities first: we put the interest of the public, the community and service users first.
* Integrity: we act with integrity including being open, honest and consistent in everything we do.
* Dignity and respect: making decisions objectively based on evidence, without discrimination or bias.
* Leadership: we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.
* Equality, diversity, and inclusion: We continually recognise and promote the value of equality, diversity, and inclusion both within the Fire and Rescue Service’s and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

Everyone in Lancashire Fire and Rescue Service is expected to behave in accordance with the Service values and to follow the Core Code, including those working with or on behalf of us.

You can read our full [Community Risk Management Plan.](https://www.lancsfirerescue.org.uk/about/publications/community-risk-management-plan-2022-2027)

# **Job Role**

Responsible for Records and Documents Management for the Service, the Information Governance Officer - Records will develop and maintain policy, design and manage and maintain document and records management solutions as part of the Information Governance team and support the Service in all matters relating to records including the retention, storage and disposal thereof.

Support the Information Governance Officer – DP & FOI in the maintenance of effective and robust Information Governance and Information Management systems / procedures for the organisation and in the delivery of the Information Governance Policy that enables the Service to meet its significant statutory and legal obligations in respect of Information Governance. Inclusive of Information Compliance, Information Sharing and Data Quality & Assurance, Data Protection and the UK GDPR.

# **Responsibilities**

* Review and maintain corporate records management policies; reviewing and developing new procedures and practices to ensure the effectiveness of the Record Management within the Service.
* Provide advice and support across LFRS on all areas of records management.
* Provide detailed advice and guidance to departments on standards and best practice in record keeping for both paper and electronic records.
* Monitor and interpret current legislative and regulatory frameworks, in conjunction with the data protection specialists, to ensure information compliance.
* Survey and analyse current paper and electronic records, filing systems and processes.
* In conjunction with the M365 lead, provide advice on and implement business classification schemes linked to record retention, the access and security controls applied through our SharePoint system and other, related information systems.
* In conjunction with the M365 lead, develop, implement and maintain records management, including all processes, procedures and related documentation to support robust, long-term records management practises across the service.
* Manage retention schedules to ensure records are disposed of at the right time or transferred to the LCC Records Management archive. Take decisions on the selection of records for permanent preservation and arrange for the transfer of those records identified to the LCC County Archive.
* Provide advice and support and manage data concerning the transfer, storage and disposal of records, both in digital and manual form, ensuring accuracy and consistency of the data and liaison with and monitoring of activities as necessary.
* Support all departments across the Service in maintaining and updating the Information Asset Register, identify Information Asset Owners and Information Asset Administrators and provide individuals with training on their responsibilities, as required.
* In conjunction with the M365 Lead, support the delivery of the Service’s Digital Data and Technology (DDaT) Strategy.
* Implementation and maintenance of all aspects of the Information Governance Policy within LFRS; working within a number of frameworks concerning compliance, information governance, best practice and legislation.
* Maintain a high level of expertise in Information Governance issues through research and, liaison with Information Governance colleagues from other Fire and Rescue Services, Local Authorities, and partner agencies.
* Attend regional and national Information Governance / Information Management meetings, on behalf of the Service, reporting back on relevant developments and issues.
* Develop and maintain Information Sharing Agreements (ISA) and documentation between LFRS and other organisations.
* The drafting of Data Protection Impact Assessments, in line with current Data Protection legislation.
* Handle Subject Access Requests and Freedom of Information Requests/Environmental Information Regulation Requests as required in line with relevant legislation.
* Carry out regular reviews of policies and procedures to ensure compliance with major regulatory changes and IG developments, such as the UK General Data Protection Regulations and relevant Government policy / legislation.
* Ensure that the organisation’s approach to information handling is compliant with current legislation and best practice. Shaping guidance communicated to all staff and made available to the public where appropriate.
* Provide advice and guidance to other staff in relation to the interpretation of IG rules and regulations.
* Administer the process of investigations into Information Governance breaches in relation to Records Management, Information Security Standards and Data Protection, maintaining a log of the issues and actions taken. Provide advice and guidance relating to these issues when required.
* Maintain an awareness of the regulatory environment, and how this affects current and future expectations of a Fire and Rescue Service regarding responsibilities for Information Governance and Information Management.
* Provide advice and guidance to the Service, when required on the sharing of information, which may be sensitive, complex, personal and/or business critical in nature. Also, provide guidance on cross-over areas between the governance and security frameworks to avoid duplication of effort and provide effectiveness and efficiency for the Authority.
* Develop and maintain training and awareness materials and the development, delivery and monitoring of the Information Governance e-learning module(s).
* Support departments across the Service in maintaining and updating the Information Asset Register, identify Information Asset Owners and Information Asset Administrators and provide individuals with training on their responsibilities.
* Assist Department Heads with maintaining the Record of Processing.
* Create and maintain appropriate Privacy Notice’s.
* Initiate regular Information Governance audits to ensure Service compliance with relevant legislation.
* Demonstrate a commitment to personal development and actively participate in the appraisal process.
* To be aware of the LFRS Safeguarding Procedures and to make referrals as appropriate to the role.
* Promote a positive image of the Service in dealing with all other organisations and members of the public.
* To promote the principles of equality and diversity and comply with Lancashire Fire and Rescue Service Equality, Diversity, and Inclusion Policy at all times.
* To observe all rules governing health and safety and use safety equipment where it is provided.
* To support LFRS in its commitment to prevent pollution and minimise its impact on the environment.
* The post holder may be requested to undertake the duties of higher graded staff subject to consultation. In addition, other duties at the same responsibility level may be interchanged with/added to this list at any time.

It is unacceptable for any Lancashire Fire and Rescue Service employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues.

# **Employee Specification** Please note all criteria are essential unless otherwise stated.

# **Qualifications**

* Educated to A Level standard or hold equivalent level 3 qualification in an appropriate subject area.
* 3 GCSC’s of grade A-C including English Language and Maths
* Hold or be working towards a professional qualification, within the field of Information Governance, for example, but not limited to; Records Management, Information Security, Information Risk Management, Data Protection, Freedom of Information, or have experience of working in an Information Governance Role.

# **Experience**

* An in depth understanding of records management issues.
* An in depth understanding of document and record management practices.
* An in depth understanding of Data Protection and Freedom of Information / Environmental Information Regulation legislation.
* Working with IT systems related to document and/or records management.
* Making decisions around the classification and/or categorisation of records.

# **Knowledge, Skills, and Abilities**

* Excellent ICT skills including Excel.
* Ability to work alone and in a team.
* Ability to advise others within the Service in relation to records management.
* Ability to present to small groups or individuals at all levels of the Service.
* Knowledge of current guidelines for Records Management.
* Knowledge of current legislation for Data Protection.
* Knowledge of current legislation for Freedom of Information/Environmental Information Regulations.
* Disciplined and organised approach to work.
* Excellent communication skills, both written and verbal.
* Ability to prioritise and meet target deadlines.
* The ability to apply knowledge of health and safety as it is applicable to the job role.
* A commitment to inclusion, equality and diversity.

# **Special Requirements of the Post**

* It is a requirement of the post that the post holder holds a current category ‘B’ (car) full driving licence and has a car available which meets the requirements of Lancashire Fire and Rescue Service as detailed in the terms and conditions of the post, see further details.

# **Terms and Conditions**

# **Job Title:**

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# **Responsible To:**

Legal Services and Standards Manager

# **Grade:**

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# **Hours:**

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# **Location:**

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# **Car Parking:**

Free Car Parking Facilities are available at LFRS Sites.

# **Pension:**

Local Government Pension Scheme

# **Annual Leave Entitlement:**

Green Book

The annual leave year for business support staff runs from 01 April to 31 March.

The scale of annual leave is as follows: -

Up to spinal column point 13

0-5 years: 23 days

5-9 years: 28 days

10 years and above: 28 days

Spinal Column Points 14-19

0-5 years: 26 days

5-9 years: 28 days

10 years and above: 29 days

Spinal Column Points 20-36

0-5 years: 28 days

5-9 years: 28 days

10 years and above: 31 days

Spinal Column Point 37 and above

0-5 years: 29 days

5-9 years: 29 days

10 years and above: 32 days

Plus, bank holidays, plus 2 extra days which are accrued and taken if in post at Christmas/New Year. Staff employed at Lancashire Fire and Rescue Service Headquarters are also required to take some additional annual leave to facilitate the Christmas closure.

# **Other Terms and Conditions:**

* National Joint Council for Local Government Services.
* Lancashire Fire and Rescue Service operates a flexi-time scheme.
* Ad Hoc Car User

# **Car Categorisation**

Essential, Ad Hoc

Current Category ‘B’ (car) full driving licence. If it carries any endorsements, clearance will be required from the Head of Fleet and Technical Services before you can be appointed even if you are successful at interview.

(It is also a requirement that you provide, at your own expense, a suitable vehicle for use when required on official business journeys.) Optional

If you use your own vehicle, you will be reimbursed for the use of the vehicle on authorised journeys in accordance with the “Lancashire Fire and Rescue Service Ad Hoc Car User Scheme”.

The vehicle provided must be fit for purpose and meet the following requirements:

* Valid MOT test certificate.
* Maintained in accordance with the manufacturer’s recommendations, kept in good condition and be always fully road legal.
* Insured for you to drive on official business journeys.
* It should be noted that the provision of your own vehicle does not preclude Lancashire Fire and Rescue Service requiring you to use service transport where this is considered more appropriate and in the interests of the organisation. (However, it is a condition of employment that you will have the approved vehicle at your disposal whenever required for official business.) Optional

# **Clearances:**

* Satisfactory references
* Standard Disclosure and Barring Service Check[[2]](#footnote-2)
* Occupational Health Assessment

It is unacceptable for any Lancashire Fire and Rescue Service employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues.

To this end, Lancashire Fire and Rescue Service will screen all candidates selected for employment for illegal drugs and alcohol. This will be carried out at our Occupational Health Unit, under strict protocols and confidentiality. Any candidate who refuses to be screened will not be employed. Any candidate who tests positive for illegal drugs or unsafe levels of alcohol will not be employed.

1. With effect from 6 July 2023, Fire and Rescue Authorities have been listed in Schedule 1 of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, meaning that all LFRS roles are subject to a Standard Level Disclosure and Barring Service (DBS) Check as a minimum. Some roles within the Service will be eligible for a higher level check depending on the duties of the role [↑](#footnote-ref-1)
2. With effect from 6 July 2023, Fire and Rescue Authorities have been listed in Schedule 1 of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, meaning that all LFRS roles are subject to a Standard Level Disclosure and Barring Service (DBS) Check as a minimum. Some roles within the Service will be eligible for a higher level check depending on the duties of the role [↑](#footnote-ref-2)