

**Job Description**

**Job Title:** Freedom of Information (FoI) Co-ordinator

**Salary Grade:** Grade 4 (0.5 FTE)

**SCP:** 22 - 25

**Job Family:** Organisational Support

**Job Profile:** RT4A

**Directorate:** Together for Children

**Job Ref No:**

**Work Environment:** Office Based

**Reports to:** Manager: Technical Finance

**Number of Reports:** None

**Purpose:**

To manage the co-ordination, receipt, distribution, resolution and response to the Company’s FoI requests in a manner that responds to statutory deadlines. To advise the Company’s officers and managers as to any emerging issues, trends and concerns regarding the nature and themes of FoI requests.

**Key Responsibilities:**

1. To log receipt in the Company of all FoI requests and the date of reply thereto;
2. Distribute requests in a timely manner to relevant contacts across the Company;
3. Send out reminders for responses and escalate any submissions that could trip timescales;
4. Report periodically to Company management about the number of requests, the responsiveness in terms of compliance and
5. Escalate to senior management requests which are not receiving an appropriate response, and which may therefore trip time limits.

**Planning / Work Organisation**

* To manage own workload and diarise when requests are received, due to be resolved and when responses are sent to requesters.
* In liaison with Council DPO colleagues, to populate Pentana™ Risk Management tracker with response dates and monitor compliance with statutory deadlines.
* To liaise with the Council’s Data Protection Office (DPO) on general, emerging and specific issues.

**Customer Service**

* Establish excellent and supportive rapport with officers and stakeholders, ensuring positive relationships across the Company and with Council colleagues.
* Be proactive and work to resolve any issues in advance of time-critical requirements.
* Work with the DPO and, where necessary, Council Solicitors to prepare for any challenge to non-disclosure and related issues.

**Reports and Records**

* Compile response information and statistics to demonstrate TfC, government, regulatory compliance.
* Populate and interrogate the Pentana™ Risk Management system with Company responsiveness statistics and be able to draw reports therefrom.
* Proactively consider and produce management information to improve service provision.

**Skills required**

* Basic knowledge of FoI legislation and timescales.
* Ability to show political awareness and sensitivity.
* Pentana system access, reporting functionality and understanding the data format.
* Attention to detail in the provision of FoI data.
* Customer focussed skills; time management, good ICT skills.
* Communication and interpersonal skills.
* Monitoring skills.
* Tenacity.
* Ability to achieve results when working on their own or within a team.

**Additional requirements**

The post is for 18 hours per week with a preference for attendance at least four days per week. Some time-critical pressures may be placed on the service at certain times of the year that could require the postholder to work flexibly to meet the demands of the service.

**In line with the Together for Children’s Statutory Requirements, all employees should:**

Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information, and respect the privacy of personal information held by Together for Children Sunderland.

Comply with the principles and requirements of the Freedom in Information Act 2000.

Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information.

Use information only for authorised purposes.

The postholder must carry out his or her duties with full regard to Together for Children Equal Opportunities Policy, Code of Conduct and all other policies.

The postholder must comply with Together for Children Health & Safety rules and regulations and with Health & Safety legislation