

**JOB DESCRIPTION**  (Form HRJDES Dec 2021)

|  |  |
| --- | --- |
| **Job Title** | Knowledge and Information Officer |
| **Responsible To** | Group Manager – Corporate Programme and Intelligence |
| **Responsible For** | None |
| **Grade** | Scale 7, SCP 26-30, £30,451 - £33,782 |
| **Hrs** | 36.25hpw |
| **Location** | Lancashire Fire and Rescue Service Headquarters  Garstang Road  Fulwood  Preston  PR2 3LH |
| **Other terms and conditions** | National Joint Council for Local Government Services  A flexi time scheme is in operation  Hybrid Working |
| **Special Requirements** | None |

**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 (EDI)** – We continually recognise and promote the value of EDI both within the FRSs 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 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/plan/#:~:text=Our%20draft%20Community%20Risk%20Management,protect%20and%20respond%20to%20them.)

**Job Role**

The role sits within the Corporate Programme and Intelligence Section which provides a central function for the extraction, collection, storage and analysis of key Service information and for its collation and presentation to internal and external partners. It is also responsible for the development and maintenance of the corporate GIS and addressing gazetteer.

The post holder will support the maintenance of effective and robust Information Governance and Information Management systems / procedures for the organisation.

In particular, they will have responsibility for 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 Security, Information Compliance, Information Sharing and Data Quality & Assurance, Data Protection and GDPR.

**Responsibilities**

* Take a lead role in the 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.
* Support the delivery of our Information Management Strategy and lead the delivery of nominated work packages arising from this work-stream.
* 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 Digital Privacy Impact Assessments, in line with current Data Protection legislation, and provide assistance with Subject Access Requests and Freedom of Information Requests/Environmental Information Regulation Requests as required to support the Information Governance Team.
* Carry out regular reviews of policies and procedures to ensure compliance with major regulatory changes and IG developments, such as the 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 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.
* Evaluate the impact of Authority-wide information security proposals on existing arrangements.
* Provide advice and guidance to the Service, when required on the sharing on 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.
* Contribute to the development of training and awareness materials and the development, delivery and monitoring of the Information Governance and Protective Security training programme for all staff utilising e-learning where appropriate.
* 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, as required.
* Assist Department Heads with maintaining the Record of Processing and relevant Privacy Notices.
* Initiate regular Information Governance audits to ensure Service compliance with relevant legislation.
* Assist in the implementation of corporate records management policies; reviewing and developing new procedures and practices to ensure the effectiveness of Record Management within the Service.
* Provide advice and support across LFRS on all areas of Record Management.
* Provide detailed advice and guidance to departments on standards and best practice in record keeping for both paper and electronic records.
* Provide advice on and implement business classification schemes linked to record retention, the access and security controls applied through out SharePoint system and other, related information systems.
* In association with ICT, develop the existing document and records platform into a full cross-Service document and Records Management solution; lead the further development of appropriate controlled vocabulary and metadata and manage the migration of existing electronic records into that solution.
* In conjunction with the Information Governance team, develop, implement and maintain records management, including all processes, procedures and related documentation to support robust, long term records management practise across the Service.
* In conjunction with the Information Governance team, 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.
* 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 LFRS 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 LFRS 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**

|  |  |  |  |
| --- | --- | --- | --- |
| **Knowledge and Information Officer** | | | |
| **Qualifications** | **Essential** | **Desirable** | **Assess By** |
| 3 GCSE’s including English Language A-C and educated to A Level standard | X |  | AV |
| Educated to degree level **or** equivalent professional qualification, preferably within the field of Knowledge and Information Management / Governance. For example, but not limited to; Information Security, Information Risk Management, Data Protection, Freedom of Information, Records Management |  | X | AV |
| **Experience** |  |  |  |
| Experience of working within an Information Governance role | X |  | AIR |
| Experience in implementing, maintaining and enforcing policies and procedures in relation to Information Governance | X |  | AIR |
| Experience of records management within a large organisation | X |  | AIR |
| **Knowledge, Skills and Abilities** |  |  |  |
| Ability to implement and maintain a data management policy | X |  | AI |
| Ability to analyse and present (verbal and written) information | X |  | AIR |
| Ability in undertaking Information Audits | X |  | AI |
| Up-to-date knowledge of Information Governance legislation, best practice and frameworks e.g. Data Protection Act 2018, GDPR, Freedom of Information Act 2000 and the Environmental Information Regulations 2004 | X |  | AI |
| The ability to produce reports | X |  | AI |
| Ability to produce information and guidance that is easily understood and to support appropriate training and development programmes | X |  | AI |
| Ability to evaluate issues and formulate workable solutions | X |  | AI |
| Advanced skills and knowledge of Microsoft Office | X |  | AI |
| Ability to prioritise workloads, meet deadlines and work unsupervised | X |  | AI |
| Ability to develop effective working relationships | X |  | AI |
| The ability to work effectively as part of a team | X |  | AI |
| The ability to apply a knowledge of health and safety as it is applicable to the job role | X |  | AI |
| The ability to demonstrate a commitment to equality and diversity | X |  | AI |

**KEY**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| A -Application | I-Interview | V-Verification | T-Test | P-Presentation | R-Reference |



**Terms and Conditions**

|  |  |
| --- | --- |
| **Job Title** | Knowledge and Information Officer |
| **Responsible To** | Group Manager – Corporate Programme and Intelligence |
| **Grade** | Scale 7, SCP 26-30, £30,451 – £33,782 |
| **Hrs** | 36.25hpw |
| **Location** | Service Development Department, Ground Floor, LFRS Service Headquarters, Fulwood, Preston, PR2 3LH |
| **Car Parking** | Free Car Parking Facilities are available at LFRS Service Headquarters. |
| **Pension** | Local Government Pension Scheme |
| **Annual Leave**  **Entitlement**  Pro-rata for part-time employees | 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:-   |  |  |  |  | | --- | --- | --- | --- | | Spinal Column Point | 0 – 5 years | 5 – 9 years | 10 years + | |  |  |  |  | | Up to 11 | 22 | 27 | 27 | | 12-21 | 25 | 27 | 28 | | 23-34 | 27 | 27 | 30 | | 35 and above | 28 | 28 | 31 |   Plus bank holidays, plus 2 extra days which are accrued and taken if in post at Christmas/New Year. Staff employed at LFRS Service HQ 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.  LFRS operates a flexi-time scheme. |
| **Car**  **Categorisation** | None |
| **Clearances** | Satisfactory references  Occupational Health Assessment |
| It is unacceptable for any LFRS 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, LFRS 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 confidentially. 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. | |