

| Job Title   | Range <sup>1</sup> | Development Route   | Duties  | Level 2 Intermediate Apprenticeship   | Level 3 Advanced Apprenticeship  | Level 4 Higher Apprenticeship  |
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| Information Governance Business Administration Apprentice | Apprentice Grade   | Internal Apprenticeship Programme   | <p>To learn and develop the skills to work with various teams in delivering services to Medway Council residents.</p> <p>To develop a wide range of skills and experience in all aspects of housing</p>   | <p>First year Salary: £236.80 per week</p> <p>Apprenticeships are a mixture of ‘on’ and ‘off’ the job learning. Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship.</p> <p>You will work within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion.</p>  | <p>First year Salary: £236.80 per week</p>   | <p>First year Salary: £236.80 per week</p>   |
| Job Title   | Range <sup>1</sup> | Development Route   | Duties  | Level A (Developing)  | Level B (Practising)   | Level C (Accomplished)   |
| Information Governance Officer                            | Range 3            | Excellent standard of education with an interest in the subject matter and relevant experience with external training via PDP Training, BCS or IAPP | To support the overall development, management and delivery of the Council’s Information Governance Strategy and work programmes; to oversee data processing practices, ensuring that they meet all statutory requirements, the provision of advice, guidance, and auditing ensuring compliance with the legislations and any requirements of the Information Commissioner, as the Supervisory Authority. | <p>Salary: £26,654</p> <p><b>Requirements at this level:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Law degree or equivalent in a related and relevant subject</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Awareness of Freedom of Information Act and Environmental Information regulations</li> <li>• A basic understanding of data protection and information laws to include UK GDPR law and Data Protection Act</li> <li>• Awareness of Information Governance Policies</li> <li>• Understand timescales for responding to FOI requests and Data Protection SARS</li> </ul> | <p>Salary: £29,231</p> <p><b>Requirements at this level in addition to level 3A:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Completion of Data Protection Essential Knowledge programme (or equivalent agreed with line manager)</li> <li>• FOI practical training certification</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Good understanding of the Freedom of Information Act and Environmental Information Regulations</li> <li>• Good knowledge and understanding of other information governance legislation such as Data Protection Act 1998/2018 and the UK GDPR.</li> <li>• Some applied knowledge of policies, with ability to interpret with some guidance</li> <li>• Good knowledge of the SAR process including validation and verification requirements and basic</li> </ul> | <p>Salary: £31,808</p> <p><b>Requirements at this level in addition to level 3A and 3B:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Working towards Data Protection Practitioner qualification (or equivalent agreed with line manager)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Proficient knowledge of information governance standards and best practice</li> <li>• Extensive knowledge and understanding of information governance legislation including but not limited to: Freedom of Information Act 2000, Environmental Information Regs. 2004, Data Protection Act 1998/2018, the UK GDPR</li> </ul> |

<sup>1</sup> Salaries accurate as of financial year 2024/25

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|                                       |         |   |   | <ul style="list-style-type: none"> <li>Awareness of the verification requirements for SAR</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Some experience of working within a local authority or similar setting such as NHS</li> <li>Providing a service to other teams</li> <li>Caseload management with some guided support</li> <li>Awareness of internal monitoring processes that support with subject access request data</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Proficient in the use of Microsoft packages such as Word, Excel, Outlook and Teams</li> <li>Able to monitor a shared inbox with some guidance</li> <li>Able to communicate effectively and adapt to suit wide range of audience through email and phone.</li> </ul> | <p>understanding of the supporting policy framework.</p> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Minimum of 12 months providing an Information Governance service within a local authority setting or similar setting such as NHS</li> <li>Able to manage a caseload with minimal supervision</li> <li>Support with delivery of training to colleagues of all levels</li> <li>Support with information gathering for performance related reports with some guidance</li> <li>Applied knowledge of requesting and reviewing internal monitoring data</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Able to effectively monitor and manage a shared inbox with minimal guidance</li> <li>Can respond to straightforward queries with minimal supervision</li> <li>Awareness of breaches relating to the Data Protection Act, GDPR and other legislation and can support on investigations with guidance and support</li> </ul> | <ul style="list-style-type: none"> <li>Awareness of public sector obligations related to information governance.</li> <li>Can understand IG policies, and provide feedback to support development and implementation</li> <li>Applied knowledge of SAR and the supporting policy framework</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>2 years experience within a local authority Information Governance team or similar setting such as NHS</li> <li>Independently able to manage a caseload</li> <li>Able to deliver training on Information Governance to a variety of colleagues across Medway and Gravesham</li> <li>Can prepare reports on performance across the Council departments</li> <li>Can review and select appropriate information to include within a SAR response following internal monitoring requests</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Able to independently respond to queries without guidance and assign tasks to others within the team appropriately</li> <li>Can independently initiate investigations of complaints, incidents and data breaches</li> <li>Introduction to complex work under guidance of SIGO with ability to deputise their caseload</li> </ul> |
| Senior Information Governance Officer | Range 5 | Experience in role as either IG Officer or SAR Officer, with on-the-job training and external | The Senior Information Governance (SIG) Officer will report to the Information Governance Manager as part of a team responsible for ensuring that the Council is compliant with Information Laws; this includes | Salary: £39,053  | Salary: £42,139   | Salary: £45,225  |
|                                       |         |   |   | <b>Requirements at this level:</b>   | <b>Requirements at this level in addition to level 5A:</b>  | <b>Requirements at this level in addition to level 5A and 5B:</b>  |
|                                       |         |   |   | <b>Qualifications</b>  | <b>Qualifications</b>   | <b>Qualifications</b>  |

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|  |  | <p>training via DP Training, BCS or IAPP.</p> | <p>but is not limited to the Data Protection Act 2018 (DPA), UK-GDPR, the Freedom of Information Act 2000 (FOI), the Environmental Information Regulations 2004 (EIR) and the Privacy and Electronic Communications Regulations (PECR).</p> <p>The primary role of the post holder is to support the overall development, management and delivery of the Council's IG Strategy and work programmes; to oversee data processing practices, ensuring that they meet all statutory requirements, the provision of advice, guidance, and auditing ensuring compliance with the legislations and any requirements of the Information Commissioner, as the Supervisory Authority</p> | <ul style="list-style-type: none"> <li>• Law degree or equivalent in a related and relevant subject</li> <li>• Data Protection Practitioner qualification (or equivalent agreed with line manager)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of public sector obligations in relation to Data Protection Act 2018 and GDPR, Freedom of Information Act 2000, Environmental Information Regulations 2004, and other relevant legislation relating to information governance</li> <li>• Awareness and understanding of internal audits related to compliance</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• A minimum of 3 years working within a local authority Information Governance function</li> <li>• Can provide support and guidance to IG Officers</li> <li>• Experience of managing a caseload of complex Information Governance matters</li> <li>• Experience in creating Records of Processing Activities</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Extensive experience with the application of ICT software including bespoke internal systems</li> <li>• Awareness of high-risk privacy and data impact assessments</li> <li>• Can provide advice and guidance on information</li> </ul> | <ul style="list-style-type: none"> <li>• Practitioner Certificate in Freedom of Information (or equivalent qualification and demonstration of continued personal development)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Detailed knowledge and understanding of public sector obligations</li> <li>• Detailed understanding of internal audit processes and can provide support and information</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• At least 12 months working as a SIGO</li> <li>• Able to deputise for IG Manager with staffing matters</li> <li>• Some management of IG assessments, strategies, roadmaps, organisational design and program design and implementation spanning the discipline of records management, privacy, information security and information technology</li> <li>• Able to create and manage Records of Processing Activities</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Can proactively support service areas with high-risk privacy and data impact assessments with minimal support</li> <li>• Able to provide tailored advice and guidance with confidence to different asset owners</li> </ul> | <ul style="list-style-type: none"> <li>• Practitioner Certificate in Records Management (or equivalent qualification and demonstration of continued professional development)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Extensive knowledge and confidence in implementing statutory requirements within a public authority setting</li> <li>• Detailed knowledge and understanding of the DPO role and responsibilities</li> <li>• Proficient with internal audit processes and knowledge of trends or patterns related to compliance gaps and errors</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• 2 years' experience as a SIGO</li> <li>• Able to fully deputise as Data Protection Officer for both Councils in the absence of the Head of Information Governance (DPO)</li> <li>• Can fully manage IG assessments, strategies, roadmaps, organisational design and program design and implementation spanning the discipline of records management, privacy, information security and information technology</li> <li>• Confident ability with creation and management of Records of Processing Activities</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Confidently able to support the organisation with high risk privacy and data impact assessments, providing advice and guidance on minimising risk</li> <li>• Can promote accountability for key data assets through clear definition and</li> </ul> |
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|  |  |  |  | governance to various stakeholders, with some support for more complex scenarios |  | formalisation of roles and responsibilities, by providing guidance to Information Asset Owners in fulfilling their roles and setting realistic goals and objectives |
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| Job Title                            | Range <sup>2</sup> | Development Route   | Duties  | Level A (Developing)  | Level B (Practising)  | Level C (Accomplished)  |
|--------------------------------------|--------------------|---|---|---|---|---|
| Subject Access Request (SAR) Officer | Range 4            | Information Governance Officer, or other similar area of work, with special interest and on job training in SAR. External training via PDP Training or BCS. | Reporting to the Senior SAR Officer the post holder will support the overall development, management and delivery of the Council's SAR programmes ensuring that they meet all statutory requirements. | Salary: £32,378   | Salary: £35,432   | Salary: £38,483   |
|                                      |                    |   |   | <p><b>Requirements at this level:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Law degree or equivalent in a related and relevant subject</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Good understanding of Data Protection and Information legislation</li> <li>• Good understanding of Subject Access Request policies and procedures</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Minimum of 18 months experience of working within an information governance function</li> <li>• Some supported experience of basic exemptions</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Proficient in the use of Microsoft packages such as</li> </ul> | <p><b>Requirements at this level in addition to level 4A:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Completion of Data Protection Essential Knowledge (or equivalent agreed with line manager)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Developed knowledge and understanding of information governance legislation including but not limited to: Data Protection Act 2018 and UK GDPR</li> <li>• Fluent understanding of handling Data Subject Access Requests</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• 12 months experience within a local authority setting, within an Information Governance team or similar and relevant area</li> <li>• Can demonstrate experience of basic exemptions applied to Individual Rights</li> <li>• Some supported exposure to complex SAR requests</li> <li>• Ability to effectively manage a caseload with minimal support</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Able to independently identify and locate all relevant documentation</li> </ul> | <p><b>Requirements at this level in addition to level 4A and 4B:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Completed all relevant training in Data Sharing in the Public Sector (or equivalent agreed with line manager)</li> <li>• Completed Subject Access Request handling training – internal and external (or equivalent agreed with line manager)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Advanced and applied understanding of all legislation related to data</li> <li>• Detailed understanding of SAR statutory requirements</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Substantial experience, at least 2 years, of SAR within a local government setting</li> <li>• Confidently and independently able to manage own caseload</li> <li>• Can effectively respond to difficult situations or complex requests</li> <li>• Support Senior SAR Office with project related tasks, keeping up to date with software and policy developments</li> <li>• Some experience of deputising for the Senior SAR officer, including assisting with complaints.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Can maintain and comply with the scheduling of reviews,</li> </ul> |

<sup>2</sup> Salaries accurate as of financial year 2024/25

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|   |         |  |  | <p>Word, Excel, Outlook and Teams</p> <ul style="list-style-type: none"> <li>• Can locate all relevant documentation using the Council's electronic systems with some guided support</li> <li>• Can assess SAR to ensure the data subject has a legal right before proceeding.</li> <li>• Able to undertake assigned reviews</li> <li>• Can respond to basic queries using good communication skills</li> </ul>  | <ul style="list-style-type: none"> <li>• Able to undertake reviews and updates with minimal supervision</li> <li>• With support is able to review records prior to release and can identify sensitive cases</li> <li>• Developed communication skills and able to provide response within clear parameters and timescale to ensure compliance</li> </ul>  | <p>updates and destruction of stored data</p> <ul style="list-style-type: none"> <li>• Review all records prior to release, undertaking redactions where necessary and ensuring file releases comply with legislation</li> <li>• Can liaise with internal departments on records release, ensuring sensitive cases are managed effectively</li> <li>• Excellent communication and engagement skills as subject matter expert, able to provide advice, guidance, interpretation and adaptation of policies and procedures regarding Subject Access Requests, to ensure the Council adopts best practice</li> </ul>  |
| Senior Subject Access Request (SAR) Officer | Range 7 | Internal progression with tailored on-the-job training and development and external training via PDP Training, BCS or IAPP | <p>The Senior Subject Access Request (SAR) Officer will report to the Head of Information Governance as part of a team responsible for ensuring that the Council is compliant with Information Laws; this includes but is not limited to the Data Protection Act 2018 (DPA) and UK-GDPR.</p> <p>The primary role is to have overall management of the development and delivery of the Council's SAR programmes; to oversee SAR practices, ensuring that they meet all statutory requirements, the provision of advice and guidance while ensuring compliance with the legislations and any requirements of the Information Commissioner, as the Supervisory Authority.</p> | <p>Salary: £52,399</p> <p><b>Requirements at this level:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Law degree or equivalent in a related and relevant subject</li> <li>• Completion of Data Protection Essential Knowledge Training Programme</li> <li>• Evidence of continuous professional development</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Advanced understanding of Data Protection and Information laws</li> <li>• Advanced knowledge of SAR requirements</li> </ul> | <p>Salary: £54,978</p> <p><b>Requirements at this level in addition to level 7A:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Completion of Data Protection – Rights of Individuals Training Programme (or equivalent agreed with line manager)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Can demonstrate extensive knowledge and understanding of information governance standards and best practice</li> <li>• Awareness of tribunal and court decisions related to SAR</li> </ul> | <p>Salary: £57,554</p> <p><b>Requirements at this level in addition to level 7A and 7B:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Commitment to continued professional development</li> <li>• Working towards completing GDPR Practitioner Certification (or equivalent agreed with line manager)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Advanced understanding of local government services and policy framework</li> <li>• Maintain an in-depth knowledge of the relevant legislation, regulations/codes of practice and tribunal/court decisions in order to be able to take decisions relating to the interpretation, scope and outcomes of the information requests including the application of exemptions</li> </ul> |

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|  |  |  |  | <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Minimum of 4 years' experience working within a related information governance function</li> <li>• Advanced experience of applying personal data redactions</li> <li>• Substantial experience of managing complex SAR requests</li> <li>• Experience of providing line management and providing coaching/training to others</li> <li>• Some exposure to project management</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ensure the SAR procedure is followed accurately to provide response within clear parameters and timescale to ensure compliance</li> <li>• Proactively able to provide advice and guidance on best practice and policy interpretation</li> <li>• Can respond to and initiate investigations of complaints</li> </ul> | <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of handling complex social work cases including children and vulnerable adults</li> <li>• Developed experience line managing a small team</li> <li>• Able to provide data related to the performance of the team</li> <li>• Undertaking of project management related to a digital review of the SAR process</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Confidently able to provide advice and guidance on more complex issues, with some exposure to high profile and sensitive cases with some support.</li> <li>• Feedback on internal procedures and highlight areas of potential improvements</li> <li>• Contribute to the development of standards, processes and best practice materials</li> </ul> | <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Advanced experience of handling complex social work cases including children and vulnerable adults</li> <li>• Fully able to support and develop a small team through the full lifecycle of their employment</li> <li>• Able to deputise for the Information Governance Manager</li> <li>• Can monitor the growth of SARs and work with colleagues to improve the efficiency of the service</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Provide trusted advice to senior management about information requests which are sensitive or high profile and need some senior management sign off, ensuring that such cases are brought to the attention of relevant senior staff and others who may need to know</li> <li>• When complaints are made, provide cooperation to the Information Governance team as well as CMT in providing necessary response to the ICO in its capacity as a regulator</li> <li>• Contribute to the development and implementation of internal request handling procedures for the effective, consistent and compliant handling of information requests</li> <li>• Lead on the development of standards, processes and best practice materials relevant to Individual Rights for Data and Information Governance and advising on how to apply these into individual service areas in a sustainable manner</li> </ul> |
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