Tunbridge Wells Borough Council
Job Description

Post Title: Corporate Governance Assistant

Service: Governance and Democratic Services

Grade: 2

Responsible to: Head of Governance and Democratic Services

Job Summary   To log, co-ordinate and administer requests for information made under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection Act 1998, ensuring that Tunbridge Wells Borough Council complies with its statutory requirements.

To support compliance with the Transparency Code 2015 by maintaining the Transparency webpages on the Council's website, liaising with relevant departments to update the information.

To log last stage complaints made to the Council, and complaints made to the Local Government Ombudsman.

To log and produce reports on quarterly corporate performance and risk management information.

Main Activities

Access to information

1. To be the first point of contact for all 'access to information' requests received by Tunbridge Wells Borough Council.

2. Acknowledge, log, co-ordinate and respond directly to requests for information received by the Council under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection Act 1998; and with support, making an assessment on the information held by the authority, the service areas responsible and whether the information can be disclosed.

3.   To work with the Corporate Governance Officers to redact information released under the Freedom of Information Act 2000, in accordance with the Data Protection Act 1998, to apply exemptions under the Act where necessary, and to ensure a response is given by the deadline.

4.   Maintain an accurate and up to date record of 'access to information' requests including details of the request, disclosures, refusals, lead officers, time taken and estimated cost of responding to the requests.

5.   Produce performance statistics and information on our handling of 'access to information' requests in line with corporate performance management requirements.

6.   Maintain and update content on the Council's website on 'access to information' with responsibility for ensuring that the Transparency pages, the publication scheme and disclosure log remain up to date.

7.   Acknowledge, record and identify the location of information requested to respond to Subject Access Requests; liaising with individual service areas to collate the information requested, making an assessment on what can be provided and releasing this information in line with the Data Protection Act 1998.

Complaints

8.   Maintain the complaints log and associated documents for complaints cases received into the office at the final stage in the complaints process, and for Local Government Ombudsman complaints.

9.   Liaise with the Executive Support team and service areas across the council to ensure our records remain accurate and up to date in relation to complaints received and dealt with at all stages of the Council's Complaints Procedure.

10.   Provide performance statistics and information on our complaints handling for the final stage and Local Government Ombudsman complaints, to assist with the development of quarterly, six monthly and annual reports to Management Team, Cabinet and Audit & Governance Committee.

Performance and Risk Management

11.   Support other services in the production of quarterly returns for performance and risk management and produce quarterly reports for the Head of Service.

12.   Maintain and support the central performance management system, aiding and supporting other services that use it.

Other

12.   Undertake such other relevant duties as may be requested by the Head of Service.

13.   Be aware of and, act in accordance with the Health and Safety at Work Act and other related matters.

NB: This job description is not intended to be an exhaustive list of the duties required in the post. Considering Service needs, some tasks will need to change, and any changes will be made in consultation with the postholder.