

Job Description

Job	Ref	ere	nce

713263

Job Title	Subject Access Request (SA	Subject Access Request (SAR) Officer			
Service	Resources & Assets	Resources & Assets Team Legal & Information Governance			
Location	Shute End / Home Working	Shute End / Home Working			
Reports to	Senior Information Govern	Senior Information Governance & Data Protection Officer			
Responsible for	N/A				
Grade	Туре	Type of position			
6	Perman	Permanent, Full Time			

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Service Purpose

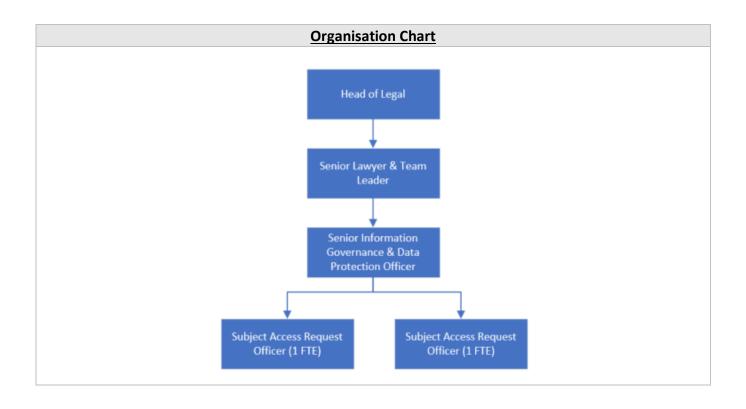
A Subject Access Request (SAR) refers to the right of an individual to receive personal data that is held by an organisation about them, or the individual they are representing. Under Article 15 of the UK GDPR, the right of access gives individuals the right to obtain a copy of their (or the person they are representing's) personal data, as well as other supplementary information. This is a fundamental right for individuals and helps them understand how and why we are using their data, who it is shared with and to check that we are doing it lawfully. Officers within this service are therefore obligated to collate and prepare data for release to the subject in compliance with the legislation set out by the Information Commissioner's Office.

Purpose of the role

The purpose of the Subject Access Request Officer role is to provide individuals, upon request, their personal data held by the council in an accurate, timely, and confidential manner that they are legally entitled to. They will also be expected to issue refusal notices where the applicant is not lawfully entitled to information with explanations as to why. This is to ensure both compliance with statutory legislation and an excellent customer experience for all who come into contact with the council.

	Main Accountabilities			
1	Logging new requests into the council's SAR system to enable them to be tracked throughout the process. Communicating with other service areas within the Council to provide advice and guidance to Officers in relation to requests/contacts that they get directly and how to process a Subject Access appropriately.			
2	Communicating with the applicant to verify their identity and clarify exactly what information they are looking for, where necessary.			
3	Confirming whether Wokingham Borough Council holds the information being requested, and that the individual is entitled to it. If not, the job holder will be responsible for directing the applicant to the appropriate local authority / organization, and/or issuing a refusal notice with explanations, as necessary.			

4	Collating all relevant information (in a logical order) from various sources which include but are not limited to: Outlook, Teams, SharePoint, in person file locations, Systems, etc. This will include making independent judgements as to the relevance of information to the applicant's request.			
5	Redacting documents to ensure that all third-party information is removed and any data that pertains to an exemption so that the applicant only receives the information they are legally entitled to.			
6	Before disclosure, liaising with the relevant individual(s) within the Council to check around any redactions or possible exempt information to ensure this is not disclosed inappropriately. Most of the redaction will be done independently but this can mean interacting with all levels and roles internally and on occasion with external parties.			
7	Issuing a response to the applicant within the statutory deadline. This will involve completing the accompanying letter that is sent to the applicant along with their material.			
8	Attending any training required to either keep up to date with changes in legislation or be proficient in any new systems/technology the council procures. Feeding these updates back to other Officers, as necessary.			
9	Conducting yourself in a discreet and professional manner in accordance with the confidentiality policy. This includes reading sensitive material which could be distressing at times and maintaining strict confidentiality in relation to personal information, which may become known to you in the course of your work.			
10	Any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility.			
Supervi	Supervision Received This post reports to the Senior Information Governance & Data Protection Officer and receive strategic direction and general guidance.			
Supervi	sion Given	N/A		
Contacts & Working Relationships		This post will interact with stakeholders at all levels in the organisation as well as occasionally external local authorities/organisations.		
Management of resources or budget		N/A		
Special Factors		DBS Check Required		



rson Specification		
Qualifications	Essential	Desirable
	 Educated to GCSE level or equivalent, or significant experience in a relevant field. Evidence of continuous professional development and willingness to learn new skills. 	 Relevant qualification in Information Governance or equivalent. Knowledge of local government.
Technical Skills.	Essential	Desirable
	 Excellent administrative, organizational, and independent thinking skills. Excellent IT skills including Office software such as Word, Excel, Outlook, Teams, and PDF editors. 	 Ability to carry out research and reading legislation, and confidence in using research and evidence to present proposal. Experience of using relevant technology and software used within similar roles.

Knowledge	supervision. Ability to communicate clearly and confidently with people at all levels, showing diplomacy and tact. Ability to build constructive and effective working relationships. Ability to handle confidential information	 Ability to solve problems, deal constructively with issues that arise. Strong analytical and critical thinking skills. Desirable Knowledge of other legislations which may interact with Data Protection enquiries such as, but not limited to; Planning, Housing, Children Services and
	Knowledge of/proficiency with	Adult Services.
	Microsoft Office 365, a PDF editor, with willingness to learn how to operate additional software as required.	 Knowledge of the Councils Corporate and Childrens Complaints process and how it operates, as these process with SAR often interlink. Good working knowledge of operating within the Data Protection Act and GDPR.

		 Experience within a cust focused service providing customer service while witight deadlines. Experience of working witeam environment, ensuring services, and working deadlines. Experience of carrying of administrative tasks with degree of accuracy. Experience of operating policies and procedures. 	ng excellent working to vithin a busy uring joined g to tight out complex h a high	 Experience of handling difficult conversations, and/or complaints. Experience of working in an environment of continuous improvement and innovation. Experience of drafting and presenting reports or stats to senior managers and colleagues.
Other		Essential Individual has a valid Dr licence	iver's	Desirable
Completed by:	Stu Bignell		Date: 07	//02/2025