

| | | Job Description | | Job Reference |
|--|---|------------------------|--------------------------------|----------------------|
| Job Title | Subject Access Request (SAR) Officer | | | |
| Service | Resources & Assets | Team | Legal & Information Governance | |
| Location | Shute End / Home Working | | | |
| Reports to | Senior Information Governance & Data Protection Officer | | | |
| Responsible for | N/A | | | |
| Grade | Type of position | | Date | |
| 6 | Permanent Full Time | | | |
| <p>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.</p> | | | | |
| <u>Service Purpose</u> | | | | |
| <p>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.</p> | | | | |
| <u>Purpose of the role</u> | | | | |
| <p>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.</p> | | | | |
| <u>Main Accountabilities</u> | | | | |
| 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. | | | |

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| 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. |
| Supervision Received | This post reports to the Senior Information Governance & Data Protection Officer and will receive strategic direction and general guidance. |
| Supervision 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 |

Organisation Chart



Person Specification

| Qualifications | Essential | Desirable |
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| | <ul style="list-style-type: none"> – Educated to GCSE level or equivalent, or significant experience in a relevant field. – Evidence of continuous professional development and willingness to learn new skills. | <ul style="list-style-type: none"> – Relevant qualification in Information Governance or equivalent. – Knowledge of local government. |
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| Technical Skills. | Essential | Desirable |
| | <ul style="list-style-type: none"> – Excellent administrative, organizational, and independent thinking skills. – Excellent IT skills including Office software such as Word, Excel, Outlook, Teams, and PDF editors. – Well-developed written and verbal communication skills, with excellent | <ul style="list-style-type: none"> – 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. |

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| | <p>attention to detail.</p> <ul style="list-style-type: none"> – Ability to work at pace and manage a varied workload of multiple task often working to tight deadlines – Ability to work as part of a team under direction and, where needed, on own initiative with minimal 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 | <ul style="list-style-type: none"> – Ability to actively listen in order to extract and assess the important information around what information is required. – Ability to analyze (statistical) data and communicate or present, including recommending appropriate action where necessary. – Ability to solve problems, deal constructively with issues that arise. Strong analytical and critical thinking skills. |
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| Knowledge | Essential | Desirable |
| | <ul style="list-style-type: none"> – Knowledge of/proficiency with Microsoft Office 365, a PDF editor, with willingness to learn how to operate additional software as required. | <ul style="list-style-type: none"> – Knowledge of other legislations which may interact with Data Protection enquiries such as, but not limited to; Planning, Housing, Children Services and Adult Services. – 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. |
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| Experience | Essential | Desirable |
| | <ul style="list-style-type: none"> – Experience within a customer-focused service providing excellent customer service while working to | <ul style="list-style-type: none"> – Experience of handling difficult conversations, and/or complaints. |

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| | <p>tight deadlines.</p> <ul style="list-style-type: none"> – Experience of working within a busy team environment, ensuring joined up services, and working to tight deadlines. – Experience of carrying out complex administrative tasks with a high degree of accuracy. – Experience of operating within set policies and procedures. | <ul style="list-style-type: none"> – Experience of working in an environment of continuous improvement and innovation. – Experience of drafting and presenting reports or stats to senior managers and colleagues. |
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| Other | Essential | Desirable |
| | Individual has a valid Driver's licence | |
| Completed by: | Stu Bignell | Date: 07/02/2025 |