



LONDON FIRE BRIGADE

**Freedom of Information request reference number:** 7273.1

**Date of response:** 17<sup>th</sup> March 2023

**Request:**

1. Does your authority have a team responsible for responding solely to information requests made under FOIA and another responsible for responding solely to DPA requests or are all information requests dealt with collectively by a single team?
2. Please provide an overview of the structure of your Access to Information department including Job Titles and Pay Grades, for example:  
2 x Access to Information Managers (Pay Grade 3)  
10 x Access to Information Officers (Pay Grade 4)  
2 x Administrative Assistants (Pay Grade 5)
3. Please provide Job Descriptions and Salary for all posts included in your answer to Q.2.

**Response:**

1. Does your authority have a team responsible for responding solely to information requests made under FOIA and another responsible for responding solely to DPA requests or are all information requests dealt with collectively by a single team? – [FOIA and DPA requested are dealt with Knowledge Management Team.](#)
2. Please provide an overview of the structure of your Access to Information department including Job Titles and Pay Grades, for example:

2 x Access to Information Managers (Pay Grade 3)  
10 x Access to Information Officers (Pay Grade 4)  
2 x Administrative Assistants (Pay Grade 5)

[Structure of the Access information department \(Knowledge Management Team\)](#)

[20% of TMG B Head of Information Management \(and DPO\)](#)

[40% of FRS G Head of Business Intelligence \(and deputy DPO\)](#)

[70% of FRS E Information Governance and Knowledge Manager](#)

[3 x FRS D Information Access Case Manager](#)

[2 x FRS D Information Assurance Manager](#)

[3 x FRS C Information Access Officer](#)

3. Please provide Job Descriptions and Salary for all posts included in your answer to Q.2. -[Job Descriptions and Salary have been attached. Please see below.](#)

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website: <https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>



LONDON FIRE BRIGADE

**The London Fire Commissioner is the fire and rescue authority for London.**

**Our vision** – To be a world class fire and rescue service for London, Londoners and visitors.

**Job Description**

**Job Title:** Head of Information Management and Performance

**Employer:** London Fire Commissioner

**Post Number:** 220001

**Grade:** TMG B

**Directorate:** Corporate Services

**Department:** Information and Communications Technology

**Location:** Brigade Headquarters, 169 Union Street, SE1 0LL

**Reports To:** Head of Strategy and Performance

**Staff Directly**

**Responsible For:** Head of Business Systems (Grade: FRS G)  
Head of Business Intelligence (Grade: FRS G)  
Head of Business Management (Grade: FRSG)

**How This Job Contributes To Our Vision**

To assist in the planning and delivery of the corporate planning function for the Brigade including the strategic provision of performance management and information management services. To secure efficient and effective arrangements for managing performance across the organisation in order to support achievement of the Brigade's vision, key aims and strategic objectives, including the provision of management and performance information to support strategic and service delivery needs at all levels of the organisation.

**MAIN DUTIES AND RESPONSIBILITIES**

**1. Leadership and Management**

1.1 On behalf of the Head of S&P, to develop the overall information and performance management strategies and to support the Deputy Commissioner and the Head of S&P, with the development of the Brigade's long term combined integrated risk management and corporate plan (the London Safety Plan).

1.2 To oversee and lead the development of the Brigade's planning, performance, business continuity and information management frameworks to enable them to deliver continuous

improvement, manage change, improve performance and reduce costs.

- 1.3 To support the head of service in providing leadership to the Department to ensure that it delivers continuous improvement, manages change and reduces costs.
- 1.4 To act as the Brigade's expert on information management and performance management.
- 1.5 To lead and manage the performance and development of staff within their line management chain with the aim of providing a flexible and efficient team that delivers on time and against the agreed objectives.
- 1.6 To lead and manage the Brigade's work to be more open and transparent in the information and data it makes available outside the organisation and to the public, as well as overseeing arrangements for handling requests for information (under the Freedom of Information and Data Protection Acts).
- 1.7 To be responsible for the overall leadership and management of three separate teams in line with Brigade policies, practices and management guidance.
- 1.8 To assess and develop staff against set criteria in a range of processes including Performance Review Development System (PRDS).
- 1.9 To liaise with a range of Brigade departments to ensure staff are trained and developed in accordance with Brigade policies.
- 1.10 Take responsibility for ensuring own continuing professional development, identifying areas where new skills and/or knowledge would be beneficial in relation to the duties of the post and undertaking appropriate developmental activities in consultation with line manager, subject to budgetary constraints.
- 1.11 To ensure that staff in the line management chain are conversant in the departmental and Brigade policies and procedures that affect their post.
- 1.12 To have corporate responsibility for ensuring specified corporate targets are achieved e.g. Sickness absence; budgetary compliance, etc.
- 1.13 To be proactive in identifying and developing appropriate ICT systems and applications to benefit the work of the department and the Brigade.
- 1.14 To lead on projects relevant to the work of the department ensuring projects are delivered on time and within budget.

## **2. Resource and Performance Management**

- 2.1 To support the head of service to ensure that the Department's resources (people and financial) are deployed and controlled effectively.
- 2.2 To maintain under continuous review the efficiency of functional responsibilities throughout the Information management and performance branch and to ensure the development and implementation of programmes to manage and secure value for money.
- 2.3 To ensure robust systems of performance reporting, including key performance indicators, in place within the organisation.
- 2.4 To ensure a culture of continuous improvement and value for money within the Department.

2.5 To ensure effective collaboration with members and principal officers.

### **3. Internal and External Engagement**

3.1 Represent the department and the Brigade and liaise with internal departments and external bodies , as appropriate.

3.2 To be the Brigade's expert at internal and external meetings, as required.

3.3 To undertake presentations and briefings to staff at all levels including elected Members and representatives of external organisations..

3.4 To take corporate responsibility for ensuring a proactive approach to representing the Brigade in a positive light, in due accordance with Brigade procedures, protocols, values and aims.

### **4. Administration**

4.1 To compile and provide statistical information on a range of work streams to inform decision making.

4.2 Ensure the security of confidential and sensitive information/data, in accordance with the Data Protection and Freedom of Information Acts

4.3 To ensure that environmental impacts are considered when carrying out the duties of the post.

4.4 To lead and participate, as required, on working groups, project teams and committees.

4.5 To foster and maintain co-ordinated and co-operative ways of working.

4.6 Contribute to external reviews, audits and inspections and formulate and implement action plans as necessary.

### **5. Equalities and Health and Safety Policies**

5.1 Ensure that every aspect of the functions of the post directly promote the Brigade's Equalities and Health and Safety Policies.

5.2 Undertake display screen equipment duties in accordance with Brigade policy and the regulations governing their use.

**Note:** In addition to the duties set out above you may, from time to time, be required to undertake extra duties necessary to meet the needs of the Brigade. Such duties will be commensurate with the responsibilities and grading of the post.

**Date:** 12 March 2019

**Selection Criteria For:** Head of Information Management and Performance. **Grade:** TMG3

## **1. Experience**

- 1.1 Experience at a senior managerial level in a performance/information management function.
- 1.2 Experience of managing change management initiatives and the continuous improvement of structures, systems and business process to deliver corporate change.
- 1.3 Experience of influencing at senior level and providing advice and proactive support to principal managers and stakeholders.
- 1.4 Experience of leading, managing and supporting staff/multi disciplinary teams to meet performance standards and development needs to drive organisational change.
- 1.5 Experience of producing high quality written material, including reports, briefing papers, technical documentation and guidance notes.
- 1.6 Practical experience in the use and exploitation of networked computer systems in an administrative and policy-making environment.
- 1.7 Experience of effective financial management, revenue and budget setting and monitoring.

## **2. Skills**

- 2.1 Excellent interpersonal skills in order to develop and maintain positive and effective working relationships with clients (both internal and external) and colleagues to achieve service objectives and high standards of customer care are met.
- 2.2 Excellent verbal communication skills in order to provide advice and support to managers from a range of functions, and give assistance as required and to deliver presentations conveying complex and controversial messages to corporate managers and to committees of elected members (or their equivalent).
- 2.3 Excellent analytical, research and project management skills in order to undertake research and provide concise findings, to provide effective solutions to complex problems, and to ensure the accuracy of business information at all times.
- 2.4 Excellent organisational skills with the ability to identify and address changing and conflicting priorities whilst meeting deadlines and the ability to use own initiative in diverse situations.

## **3. Knowledge**

- 3.1 A detailed understanding of the political context within which the London Safety Plan is delivered.
- 3.2 A detailed knowledge of the governance and political working arrangements within the fire and rescue service and in local government.
- 3.3 Knowledge of project management techniques and applications.
- 3.4 Awareness of equality and diversity issues and a commitment to promoting and ensuring relevant policies are implemented and adhered to.

- 3.5 An understanding of the importance of confidentiality and security of sensitive information/data, and a working knowledge of the Freedom of Information and Data Protection Acts.
- 3.6 An awareness of good health and safety practice in an office environment together with knowledge of the regulations governing the use of display screen equipment.

**Note:** These are the criteria against which your suitability for the post will be assessed. You must show clearly in your application how your experience, skills and knowledge meet each of the highlighted selection criteria or all if none are highlighted. If you do not address the relevant criteria on your application form it will not be possible to shortlist you. Please note that if shortlisted you will be required to address all criteria when interviewed.

**Date:** 12 March 2019



LONDON FIRE BRIGADE

Authority

**The London Fire Commissioner is the fire and rescue authority for London**

**Our vision** – We will be a dynamic, forward-looking organisation of fully engaged people at the centre of the communities we serve, adapting to the changing needs of London

**Job Description**

- JOB TITLE** : **Head of Business Intelligence**
- EMPLOYER** : London Fire Commissioner
- POST No:** : 220096
- GRADE** : FRS G
- DIRECTORATE** : Corporate Services
- DEPARTMENT** : Information and Communication Technology (ICT)
- LOCATION** : Brigade Headquarters, 169 Union Street, SE1 0LL
- REPORTS TO** : Head of Information Management & Performance (TMG B)
- RESPONSIBLE FOR** : **1 x FRS E – Brigade Statistician**  
**1 x FRS E – Knowledge Manager**  
**1 x FRS E – Reporting Manager**

**HOW THIS ROLE CONTRIBUTES TO OUR VISION:**

This post makes a significant contribution to the development of the Information Strategy and leads on several parts of its delivery. Its focus is on ensuring that the Brigade has timely access to the information and data it captures to inform strategy development, decision making and effective management of services and functions. The post also oversees the Brigade’s arrangement for public access to information including the requirements of the Freedom of Information Act, Data Protection Act and other information access legislation, and the proactive publication of data and information, including the requirements of the government’s transparency agenda.

**DUTIES AND RESPONSIBILITIES**

**1. BUSINESS INTELLIGENCE**

- 1.1 Provide business intelligence, data analysis and data interpretation which directly inform and influence Brigade strategy development, decision making and business management.
- 1.2 Act as the Brigade’s business intelligence (BI) expert and lead the business intelligence function to provide data and information to improve the strategic and operational performance of the Brigade.
- 1.3 Identify and work to long-term strategic goals for BI development in conjunction with managers and staff.



- 1.4 Work with key stakeholders to define and agree their needs in relation to information reporting, analysis, and distribution, and use the resources of the Business Intelligence Group to deliver solutions that meet or exceed these expectations.
- 1.5 To establish, agree and implement the necessary integrated information and knowledge management systems to support the delivery of effective business intelligence, working closely with the Head of Business and Process Improvement to achieve this.
- 1.6 Deliver performance and management information dashboards and/or other tools to allow easy access to management and performance information targeted at what people need.
- 1.7 Manage and coordinate the production of reports using the full range of Brigade data to facilitate decision making, manage performance and influence practice and procedures across the brigade.
- 1.8 Direct, organise and lead projects in the implementation and use of new BI software tools and systems working closely with Head of B&PI and the ICT department as necessary.
- 1.9 Contribute to the continuous improvement of data quality and work with the Head of B&PI to identify and resolve data quality issues.

## **2. INFORMATION STRATEGY**

- 2.1 Support development of the Brigade's Information Strategy and associated action/delivery plan, leading on the delivery of actions relevant to the role within agreed timescales and ensuring that key deliverables are embedded in department and team/borough plans where appropriate.

## **3. ANALYSIS**

- 3.1 Provide and communicate high quality analysis of data relevant to the services provided by the Brigade, and the performance of the Brigade, so that the Brigade can better understand the demand for its services, monitor its overall performance, and ensure that resources are used more efficiently and outcomes for London residents are maximised.
- 3.2 Exploit external data sources to help understand Brigade performance and priorities.

## **4. KNOWLEDGE MANAGEMENT**

- 4.1 Oversee the development and implementation of knowledge management strategies/plans for the Brigade so that organisational knowledge is captured and used effectively, and is accessible.
- 4.2 Oversee the implementation of coherent searching strategies to find and retrieve information, including documents, exploiting the corporate subject list (taxonomy) as an aid to information discovery.
- 4.3 Work with the Head of Communications, to ensure that 'hotwire' (the Brigade intranet) meets the Brigade's information and business intelligence requirements.
- 4.4 Oversee the management of policies and procedures including systems for ensuring updating and revision.
- 4.5 Oversee arrangements to secure the provision and dissemination of information resources and to exploit external information sources (physical and electronic).

## **5. ACCESS TO INFORMATION**

- 5.1 Manage arrangements for providing external access to Brigade data/information both proactively by making data readily available (e.g. in response to the government transparency agenda, FOIA public

scheme and disclosure log) and reactively in response to information requests under DPA/FOIA, and the Right to Data, making effective use of the Brigade web site and other ways of making data and information readily available to the public and external stakeholders.

- 5.2 To lead, develop and implement arrangements to ensure that personal information is processed by the Brigade to meet the requirements of the Data Protection Act 1998, involving managers where necessary to ensure that such arrangements fit organisational needs and requirements.
- 5.3 To manage the impact of the DPA and FOIA including raising awareness throughout the Brigade, improving existing practice and compliance with relevant Brigade policies and standards.
- 5.4 To monitor and manage the resolution of complaints relating to the Brigade's information/data and to investigate and report on breaches and potential breaches of relevant legislation within the Brigade including the provision of advice to managers.
- 5.5 To manage the supply of information/data to external bodies including the Office of National Statistics, government departments (DCLG, CIPFA) etc.

## **6. INFORMATION SECURITY**

- 6.1 To regularly review and maintain non-technical policies on security of data/information and promote awareness of information security/access issues and help managers interpret and implement the codes and policies.
- 6.2 To maintain policies about copyright and intellectual property rights and promote awareness amongst the staff.
- 6.3 To work closely with the IT Security Officer (in the IT Department) to ensure that information access and security practice are aligned.

## **7. UNDERSTANDING OF RISK**

- 7.1 To lead on the research and development of risk information tools, methodologies and data that will support integrated risk management planning and the development of the London Safety Plan.

## **8. STAFF MANAGEMENT**

- 8.1 Lead, manage, develop and motivate a diverse team of staff to maximise their contribution to the Brigade's work and to ensure the provision of flexible, efficient and effective planning and project management services to the organisation.
- 8.2 Manage the performance of staff, ensure any training/development needs are identified and assess the effectiveness of any training provided. Ensure that the requirements of the Brigade's Personal Review and Development System are implemented.
- 8.3 Ensure corporate policies on equalities, health and safety, use of computers etc are adhered to by support staff.

## **9. MANAGEMENT**

- 9.1 Provide advice and guidance to senior managers (including the Commissioner, Deputy Commissioner, Directors and Heads of Service) on matters relevant to the role.
- 9.2 Lead in presenting and promoting internal and external seminars, conferences, workshops and publicity relating to the role, both in relation to external service delivery and internal business management as required.

- 9.3 Draft complex reports, briefing notes and correspondence. These are to include committee reports and assisting with procurement contracts. Prepare reports and/or briefing papers to Committee and/or the Corporate Management Board, working parties, etc., and make presentations where necessary.
- 9.4 Communicate with and manage internal stakeholders relevant to delivery of the responsibilities of the post, including maintaining opportunities for stakeholders to input the needs and requirements to ensure systems and processes continue to meet business needs across the brigade.
- 9.5 Represent the Deputy Commissioner, the Head of Strategy & Performance or other principal officers, at meetings at all levels of the Brigade, including with leading Members of the Authority, and outside the Brigade, as required.
- 9.6 Negotiate and manage consultancy contracts (as necessary) to ensure that the necessary skills and expertise are available to the team.
- 9.7 Undertake the effective management of services, resources and materials in relation to planning and project management and ensure their currency and applicability to the Brigade.
- 9.8 Assist in the setting of budgets and ensure that spending is monitored and accurate records are maintained. Manage and be accountable for any budgets relevant to the work of the team and/or projects.
- 9.9 Undertake work on sensitive and complex issues ensuring confidentiality and security of data.
- 9.10 Enhance understanding, commitment to and achievement of corporate values, standards, systems and policies.
- 9.11 Take responsibility for ensuring own continuing professional development, identifying areas where new skills and/or knowledge would be beneficial in relation to the duties of the post and undertaking appropriate developmental activities in consultation with line manager, subject to budgetary constraints.
- 9.12 Keep informed of Brigade policies in relation to the role and the level of responsibility. Carry out all activities in accordance with these policies, asking for training and guidance if necessary.

## **10. EQUALITIES AND HEALTH AND SAFETY POLICIES**

- 10.1 Ensure that every aspect of the functions of the post directly promote the Brigade's Togetherness Strategy, Equalities and Health and Safety Policies.
- 10.2 Undertake display screen equipment duties in accordance with Authority policy and the regulations governing their use.

**Note 1:** In addition to the duties set out above you may from time to time be required to undertake extra duties necessary to meet the demands of the Brigade. Such duties to be commensurate with the responsibilities of the post.

**Date:** 21 July 2021

## **SELECTION CRITERIA FOR: HEAD OF BUSINESS INTELLIGENCE | GRADE: FRS G**

### **1. EXPERIENCE**

- 1.1 Experience of working at a senior level in strategic delivery of information and business intelligence.
- 1.2 Substantial experience of managing statistical and performance information in a large organisation at senior level or knowledge of the use and interpretation of statistics to a professional standard.
- 1.3 Practical experience in the development of business intelligence solutions, and delivering data and information for organisational use.
- 1.4 Experience of providing advice and proactive support to principal managers and stakeholders.
- 1.5 Experience of producing high quality written material, including reports, briefing papers, technical documentation and guidance notes.

### **2. SKILLS**

- 2.1 Proven skill in establishing effective relationships with the users of performance and management information and placing a high value on meeting customer satisfaction. Significant skill required to work effectively across internal functional areas in situations where clear parameters may not exist.
- 2.2 Good project and time management skills with a demonstrable ability to complete projects and achieve results in an ambiguous work environment and contribute successfully to the improvement of organisational effectiveness, efficiency and quality of services together with the ability to deliver to tight deadlines and to manage and prioritise workloads to reflect changing demands and resources.
- 2.3 Ability to establish and articulate a vision, set goals, develop and executes strategies, and track and measure results.
- 2.4 Ability to build and motivate a team to achieve well communicated expectations.
- 2.5 Good oral communication skills in order to liaise with staff and stakeholders at all levels, inside and outside the organisation, to explain complex technical issues and to undertake presentations.
- 2.6 Experience of producing high quality written material, including reports and briefing papers.
- 2.7 Proven high level skills in research, analysis and data management techniques and processes, together with the ability to provide innovative, effective and achievable solutions.

### **3. KNOWLEDGE**

- 3.1 Knowledge of how business intelligence reporting solutions can deliver improved organisational performance including designing, reporting and delivering analytical solutions; data management and the strategic use of information.
- 3.2 Knowledge in the use of databases and of developing information systems to assist in delivering business intelligence and performance and management information.
- 3.3 Understanding of equality issues and a commitment to ensuring equality policies are implemented in relation to the duties and responsibilities of the post.
- 3.4 Understanding of an employer's responsibilities in respect of health and safety at work.
- 3.5 Understanding of the requirements of the Data Protection Act and Freedom of Information Act.

**Note:** In addition to the duties set out above you may from time to time be required to undertake extra duties necessary to meet the demands of the Brigade. Such duties to be commensurate with the responsibilities of the post.

These are the criteria against which your suitability for the post will be assessed. You must show clearly in your application how your experience, skills and knowledge meet each of the highlighted selection criteria or all if none are highlighted. If you do not address the relevant criteria on your application form it will not be possible to shortlist you. Please note that if shortlisted you will be required to address all criteria when interviewed.

**Date:** 21 July 2021



LONDON FIRE BRIGADE

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### **Job Description**

<b>Job Title:</b>	Information Governance & Knowledge Manager
<b>Employer:</b>	London Fire Commissioner
<b>Post No:</b>	220007
<b>Grade:</b>	FRS E
<b>Directorate:</b>	Corporate Services
<b>Department:</b>	ICT Information Management
<b>Location:</b>	Brigade Headquarters, 169 Union Street, London SE1
<b>Reporting To:</b>	Head of Business Intelligence (Grade: FRS G))
<b>Staff Directly Responsible for:</b>	Policy and Procedures Manager (Grade: FRS D) Information Access Manager (Grade: FRS D)

#### **How this job contributes to our vision:**

The Information Governance & Knowledge Manager is a multi-disciplined role that combines responsibility for access to information (freedom of Information and data protection) with wider knowledge management activities. The role is responsible for the identification and retrieval of the Brigade's knowledge and information ensuring it is effectively managed and making sure it is easily discoverable and accessible for staff and the public alike. Working with the data protection officer and within the team that manages the Brigade's business intelligence, the postholder will implement and embed knowledge management best practice; oversee information access requests and processes; manage the physical and virtual knowledge centre (library) and the Brigade-wide collection of corporate documents, and images.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **1. Information governance**

- 1.1 Manage and oversee the day-to-day delivery of the Brigade's information access function (freedom of information and data protection requests)

- 1.2 Handle and respond to complex cases and to investigate and respond to complaints when requestors are dissatisfied (internal reviews) . Assist the Brigade's Data Protection Officer and/or Head of Business Intelligence, with responses to enquires or complaints made to the Information Commissioner's Office (ICO).
- 1.3 Meet the Brigade's statutory obligations by carrying out, or supporting others to carry out, data protection impact assessments; maintaining records of processing activities; updating information access policies and drafting data sharing agreements. Investigate complains and data breaches and provide solutions for service improvements.
- 1.4 Promote transparency and manage the Brigade's response to the government and Mayoral transparency agenda, including ensuring the regular publication of information, and to facilitate processes that improve the availability of information to the public, through the FOIA publication scheme and disclosure log and by other means.
- 3.4 Keep informed of developments in information rights and local government transparency and advise of actions to be taken to maintain Brigade compliance.
- 3.5 Deliver awareness, communication and training for staff and managers related to information access issues.
- 3.6 Represent the Brigade at external meetings with the fire and rescue sector and the GLA group on information access issues.

## **2. Knowledge Management**

- 2.1 To support the setting of aims and objectives for knowledge management within the context of the Brigade's Information Strategy.
- 2.2 To develop an approach to improve and manage the tacit knowledge within the organisation.
- 2.3 To oversee the arrangements for managing explicit knowledge, including the maintenance of the Brigade's series of policies and procedures.
- 2.4 To implement and embed knowledge management best practice within the organisation. This includes identifying trends in knowledge management practices; advising managers and staff of correct knowledge management behaviours; and delivering knowledge management within the wider Brigade information strategy.
- 2.5 To maintain and continually develop the Brigade's taxonomy (i.e. corporate subject list) and metadata standards to support the better identification and retrieval of knowledge and information, and to champion their use within Brigade systems and documents.
- 2.6 To oversee delivery and maintenance of an effective 'enterprise search' strategy (with colleagues from ICT Department).
- 2.7 In partnership with the ICT department, Communications and other departments, to help ensure that the Brigade's intranet site (hotwire) is fit for purpose, up-to-date and relevant to brigade staff. (Responsibility for the Intranet is currently with the Communications Department).

- 2.8 To ensure that the Brigade-wide electronic library of corporate documents (Brigade-Wide Document Libraries) is up-to-date with documents being reviewed and accessible.

### **3 Knowledge Centre**

- 3.1 To manage all aspects of the Knowledge Centre, which includes a physical (collection of books, reports, journals and multimedia) and virtual collection (e-documents, online databases, multi-media) and ensure they meet the business needs of the Brigade.
- 3.2 To develop and improve the services delivered through Knowledge Centre, including those delivered by any contracted service, ensuring that those services meet the needs of the Brigade and its staff.
- 3.3 To manage the knowledge centre budget (and associated contracts) and oversee the purchase of books, reports, journals, videos and online resources to meet the Brigade's business needs.
- 3.4 To work with colleagues in the Greater London Authority to deliver their Information Services shared service arrangements including contract management and oversight.

### **4. Management**

- 4.1 To co-ordinate and develop the overall work programmes and strategies for the Information Access and Knowledge Management teams.
- 4.2 To manage support staff ensuring they are motivated, trained and developed in order to meet departmental goals and standards. 4.3 To carry out performance appraisals in line with the Brigade's personal review and development system (PRDS).
- 4.4 To play an active role in the wider business intelligence team to deliver on a vision for information management culture within the Brigade.
- 4.5 To implement the Brigade's attendance management policy, and take appropriate actions under that policy.
- 4.6 To develop contacts within relevant external organisations and to liaise with them appropriately so that best practice is shared and the services offered by department are continually improved.
- 4.7 To maintain professional awareness of and expertise in developments in the relevant fields, including an up to date knowledge of relevant fields and legislation and associated information.

### **5. General**

- 5.1 To undertake the duties of the post in accordance with the Brigade's policies on Equalities and Health and Safety.
- 5.2 To attend and contribute to meetings, seminars, conferences etc. as required to represent the team, and the Brigade on matters connected with the work of the Information Management Team and/or the ICT department as a whole.
- 5.3 To ensure the confidentiality and security of sensitive information and data particularly in relation to the handling of sensitive personal data.



5.4 To undertake display screen equipment duties in accordance with Brigade policy and the regulations governing their use.

**Note:** In addition to the duties set out above you may from time to time be required to undertake extra duties necessary to meet the demands of the Brigade. Such duties will be commensurate with the responsibilities and grading of the post.

**Date:** 2 April 2019

**Selection Criteria for:** Information Governance & Knowledge Manager **Grade:** FRS E

**Note:** This role combines functions, at a management level, that are often separate at a practitioner level (ie Information Governance and Knowledge Management) and therefore we recognise that not all applicants will be skilled across both disciplines at the time of applying. The successful candidate will however be expected to develop their skills and knowledge across both fields to a high standard.

**1. Experience**

**1. Experience of working at a senior level in a large organisation where you have managed or worked in either a) a knowledge management or library function, OR b) an information access (freedom of information/Data Protection) role.**

2. Experience of promoting access to knowledge/information issues and advising managers on best practice.

**3. Experience of managing, supervising and developing staff.**

**2. Skills**

2.1 The ability to manage workloads and to prioritise effectively and to identify and address changing and conflicting priorities whilst meeting deadlines.

**2.2 Well developed written communication skills in order to draft reports, correspondence, policy and notes of meetings.**

**2.3 Excellent oral communication skills, with the ability to persuade and influence people and put across complex ideas or concepts in a simple way.**

2.4 Ability to resolve conflicting viewpoints (whether of people or in policy) in a pragmatic way that best meets the needs of the organisation.

2.5 The ability to achieve a consistently high level of accuracy and attention to detail, having a methodical approach to following procedures, creating and maintaining accurate records.

**3. Knowledge**

3.1 Knowledge of knowledge management (or librarianship) and information access (freedom of information/Data Protection). In at least one area, this knowledge will be to a high working standard.

**3.2 An understanding of the government's transparency agenda and how it relates to local authorities.**

3.3 An understanding of equalities issues and a commitment to ensuring appropriate policies are adhered to.

3.4 An understanding and commitment to good health and safety in the workplace.

**Note:** These are the criteria against which your suitability for the post will be assessed. You must show clearly in your application the ways in which your experience, skills and knowledge meet **each of the highlighted selection criteria**, or all criteria if none are highlighted. Please note that if you are shortlisted, you can expect

all criteria to be addressed at the next stage. If you do not adequately address each and every one of the relevant selection criteria, it will not be possible to shortlist you.

**Date:** 2 April 2019



LONDON FIRE BRIGADE

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**Our vision** – We will be a dynamic, forward-looking organisation of fully engaged people at the centre of the communities we serve, adapting to the changing needs of London.

### **Job description**

<b>Job Title:</b>	Information Access Manager
<b>Employer:</b>	London Fire Commissioner
<b>Post number:</b>	220089
<b>Grade:</b>	FRS D
<b>Directorate:</b>	Corporate Services
<b>Department:</b>	Information and Communications Technology
<b>Location:</b>	Brigade Headquarters, 169 Union Street, SE1
<b>Responsible to:</b>	<b>Information Governance &amp; Knowledge Manager (Grade: FRS E)</b>
<b>Responsible For:</b>	None

#### **How this role contributes to our vision:**

The purpose of the post is to manage information access requests and support and contribute to ensuring that the Brigade complies with information access legislation. The post holder will be responsible for assisting in meeting the requirements of the Brigade's policies and procedures relating to the disclosure of personal data and non-personal information processed by the Brigade.

### **Main duties and responsibilities**

#### **1. Information Access**

- 1.1 To provide overall management of information access requests and to process requests in accordance with the requirements of the Data Protection Act, the Freedom of Information Act and any other information access legislation or Brigade policies. This includes providing advice to other members of staff on information access requirements when handling requests.
- 1.2 To assist in managing the resolution of complaints relating to responses to information access requests and investigations on breaches of relevant legislation within the Brigade.
- 1.3 To assist in identifying and managing training, communications and awareness throughout the Brigade, providing advice to managers and assisting in the development and delivery of training programmes in order to improve existing practice and compliance with relevant legislative requirements and Brigade policies.

- 1.4 To co-ordinate amendments and deletions to Data Protection notification in consultation with the appropriate Departmental representatives.
- 1.5 To co-ordinate amendments and deletions to the Brigade's publication scheme in accordance with the requirements of the Freedom of Information Act.
- 1.6 To assist in setting up and maintaining pages on the Brigade's external and internal web sites relating to Information Access.
- 1.7 To assist with internal audit and any other external inspections, to ensure Brigade compliance with Information Access legislation and Brigade policies.
- 1.8 To develop and maintain contacts with relevant departments and external organisations and liaise with them as appropriate on responsibilities of the Section and information access issues so that best practice is shared and the services offered by Information Access are continually improved and to represent the Section/Department at both internal and external meetings.
- 1.9 Assist in the development and maintenance of knowledge and information systems which support the work of the information access team and which provide corporate/management information to Officers/Members.

## **2. General**

- 2.1 To maintain awareness of and expertise in developments in the information access and relevant fields, including an up-to-date knowledge of relevant legislation/regulations and associated court/tribunal outcomes.
- 2.2 To attend external and internal meetings, seminars, conferences etc., as required in order to represent the Section and the Brigade on matters connected with the work of Information Access.
- 2.3 To keep under review working processes to ensure that the work of the team can be delivered in the most efficient manner.
- 2.3 To work autonomously and take initiative with decision making and to think creatively when resolving problems.
- 2.4 To supervise staff members providing clerical support in order to provide an effective and efficient service and to meet Information Management's goals and standards.
- 2.5 To provide support and work across wider knowledge management team and other areas of Information Management if required.
- 2.6 To lead, or participate in, other Information Management projects that, from time to time, require the combined efforts of the division's staff to meet externally imposed deadlines/timetables.

## **3. Equalities and Health and Safety**

- 3.1 To undertake the duties of the post in accordance with the Brigade's policies on Equalities and Health and Safety.
- 3.2 To use display screen equipment in accordance with Brigade policy and the regulations governing their use.

**Note 1:** In addition to the duties set out above you may from time to time be required to undertake additional duties as necessary to meet the needs of the Brigade. Such duties to be commensurate with the responsibilities and grading of the post.

**Note 2:** This post is part of a new structure and will be subject to further review as the post develops.

**Date:** 17 February 2022

**1. Experience**

- 1.1 Experience of working with information access legislation, and specifically the Data protection and Freedom of Information Acts. .
- 1.2 Experience of organising, planning and prioritising work and meeting deadlines and targets while working flexibly within a team.
- 1.3 Experience of using a range of Information Technology applications and an awareness of the ways in which IT applications can be utilised in the context of the work of the team.

**2. Skills**

- 2.1 Excellent oral communication and interpersonal skills with the ability to communicate clearly at all levels (including at principal officer level and in group discussion) and adapting approach to meet the needs of a range of different people and groups making sure a high standard of customer care is consistently maintained.
- 2.2 Good written communication skills in order to prepare a wide variety of printed materials for different target audiences using appropriate written style, grammar and structure to ensure a consistently high standard of material.
- 2.3 Strong organisational and project management skills with the ability to prioritise workloads to reflect changing demands and resources, and to demonstrate initiative whilst working flexibly with minimal supervision.
- 2.4 Proactive approach to problem-solving and the ability to analyse available information to propose effective solutions.
- 2.5 Attention to detail and the ability to maintain consistency and ensure accuracy to produce a high quality output at all times.

**3. Knowledge**

- 3.1 Good working knowledge and understanding of Data Protection and Freedom of Information legislation and other legislation relevant to information access and its practical application including an understanding of the potential organisational and political impacts of information access requests.
- 3.2 An understanding of the importance of confidentiality and security of information in reference to relevant legislation.
- 3.3 An understanding of equality issues and the ways in which best practice can be applied in the context of the duties and responsibilities of the post.
- 3.4 An understanding of good health and safety practice within an office environment.

**Note:** These are the criteria against which your suitability for the post will be assessed. You must show clearly in your application how your experience, skills and knowledge meet each of the highlighted selection criteria or all if none are highlighted. If you do not address the relevant criteria on your application form it will not be possible to shortlist you. Please note that if shortlisted you will be required to address all criteria when interviewed.

**Date:** 17 February 2022

## LFB BEHAVIOURS

### FRS B/FRS C/FRS D

The Brigade has defined a set of behaviours that, when demonstrated, are associated with delivering excellence, enabling us to serve and protect London.

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For this post the following is a summary of the applicable behaviours and competencies for Tier 1 positions.

<b>COMPASSION:</b>
<b>B1 Self-aware</b>
<i>Can honestly self-assess, manage their emotions, and understand their impact on others.</i>
Summary: <ul style="list-style-type: none"><li>• Is self-reflective and accepts constructive feedback.</li><li>• Aware of own emotions and seeks to manage these.</li><li>• Will ask for support or advice if they need it.</li></ul>
<b>B2 Selfless</b>
<i>Considers and supports the needs of others whilst respecting their own health, safety and wellbeing.</i>
Summary: <ul style="list-style-type: none"><li>• Is aware and accepting of the diverse beliefs, culture and traditions of others.</li><li>• Acts with kindness, recognising and supporting the health, safety and wellbeing of others, whilst recognising their own needs.</li><li>• Gives others the opportunity to express themselves without interrupting/judging.</li></ul>
<b>B3 Empathy</b>
<i>Recognises the emotions of others and shows understanding for these.</i>
Summary: <ul style="list-style-type: none"><li>• Consistent and reliable, prioritising building trust with others.</li><li>• Open-minded, unbiased and honest in their approach.</li><li>• Is willing to discuss their own and other's emotions.</li></ul>
<b>TOGETHERNESS:</b>
<b>B4 Inclusive</b>
<i>Includes others and welcomes everyone.</i>
Summary: <ul style="list-style-type: none"><li>• Ensures that an appropriate standard of privacy and dignity is maintained and takes constructive action in response to inappropriate behaviour.</li><li>• Recognises and respects other people's skills, strengths, views, ideas and suggestions.</li><li>• Is approachable and communicates in a clear, sensitive and concise manner.</li></ul>
<b>B5 Teamwork</b>
<i>Works with others to achieve results.</i>
Summary: <ul style="list-style-type: none"><li>• Works collaboratively with people by co-operating and consulting to achieve joint outcomes.</li><li>• Actively listens and promotes respectful two-way dialogue.</li><li>• Is interested in other people's motivations and perspectives.</li></ul>
<b>B6 Empowers and coaches others</b>
<i>Gives autonomy to others and helps them grow.</i>
Summary: <ul style="list-style-type: none"><li>• Prioritises a learning culture through empowerment, encouragement, praise and recognition.</li><li>• Recognises gaps in skills and knowledge and deals with mistakes and performance issues constructively.</li><li>• Proactively contributes to others development through regular constructive feedback,</li></ul>



one-to-one discussions, training, coaching and mentoring.
<b>ACCOUNTABILITY:</b>
<b>B7 Takes ownership and responsibility</b>
<i>Demonstrates personal accountability.</i>
Summary: <ul style="list-style-type: none"> <li>• Takes a proactive approach, planning ahead, prioritising and managing time to deliver individual team objectives.</li> <li>• Shows accountability over mistakes and delays.</li> <li>• Seeks clear direction and information, checking things are working.</li> </ul>
<b>B8 Professional</b>
<i>Demonstrate high standards and the skills and ability to deliver,</i>
Summary: <ul style="list-style-type: none"> <li>• Maintains health and safety in the workplace and acts to mitigate risks in their work.</li> <li>• Makes evidence-based decisions to improve service delivery.</li> <li>• Performs their role to a high standard at all times, keeping up-to-date with relevant professional skills, knowledge and behaviours.</li> </ul>
<b>B9 Forward-looking</b>
<i>Demonstrates adaptability and anticipates change positively.</i>
Summary: <ul style="list-style-type: none"> <li>• Positively engages with new ways of working and implementing learning.</li> <li>• Takes the initiative to resolve problems.</li> <li>• Is flexible, adapting to changing needs and demands.</li> </ul>



LONDON FIRE BRIGADE

## The London Fire Commissioner is the fire and rescue authority for London

**Our vision** – We will be a dynamic, forward-looking organisation of fully engaged people at the centre of the communities we serve, adapting to the changing needs of London.

### Job description

<b>Job Title:</b>	Information Assurance Manager
<b>Employer:</b>	London Fire Commissioner
<b>Post number:</b>	250135
<b>Grade:</b>	FRS D
<b>Directorate:</b>	Corporate Services
<b>Department:</b>	ICT Information Management
<b>Location:</b>	Brigade Headquarters, 169 Union Street, SE1
<b>Responsible to:</b>	Information Governance & Knowledge Manager (Grade: FRS E)
<b>Responsible For:</b>	None

#### How this role contributes to our vision:

As part of the Information Access Team this role is responsible for ensuring that the Brigade complies with its information governance obligations (data protection and freedom of information). You'll provide specialist advice on data processing including the recording of processing activities, impact assessments, contractual processing, and information sharing. You'll also lead on data breach incident response and investigation. To maintain your skills and knowledge of information governance, you'll also have a small caseload of information access requests.

The Brigade believes in actively sharing the information it holds where it can directly improve the welfare and safety of Londoners. The postholder will work with other managers across the organisation to achieve this in a pragmatic and compliant way. In particular, the postholder will provide advice, assistance and draft documents related to data sharing best practice, including data sharing agreements, privacy impact assessments and Art 28 processor contract schedules.

### Main duties and responsibilities

#### 1. Data Assurance

- 1.1 Maintain the LFB's records of data protection processing activities and to keep the Privacy Notice(s) up to date.
- 1.2 Provide advice to managers and staff who process personal data on how best to comply with the principles of data protection law.

- 1.3 To assist project and other managers with DPIAs related to their work, making comments and advising. Maintain records of all DPIAs, keeping them up to date and relevant. Undertake data protection impact assessments (DPIA) on major change projects and new initiatives that involve processing personal data.
- 1.4 Assist with investigations into reported personal data breaches under UK GDPR. Report findings to the Information Governance & Knowledge Manager and suggest likely causes and preventative actions. Update the register of data breaches and monitor the action plan of corrective actions. Support the Information Governance & Knowledge Manager with serious data breaches that require individuals and/or the supervisory authority to be notified.

## **2. Data sharing**

- 2.1 Provide advice and support to all staff about appropriate ways to share personal information. Take a pragmatic and active approach to sharing information for the benefit of the data subject where doing so will improve their safety and welfare.
- 2.2 Draft and review data sharing agreements. Provide advice to others involved in data sharing arrangements.
- 2.3 Work with the GLA, London boroughs and other pan-London organisations to improve the way information is shared between public bodies.
- 2.4 Act as the Brigade's administrator for the London Information Sharing Gateway (ISG). To record and maintain data sharing agreements on the ISG. To provide advice and support to new users of the ISG (internal and external) to improve adoption and use of the system.
- 2.5 Coordinate and provide information to the Police and other enforcement agencies.
- 2.6 Advise on the arrangements for data processors. Work with other departments when procuring new services to ensure data protection by design principles are adopted. Oversee and contribute to the completion of Data Protection Impact Assessments when procuring new services.
- 2.7 Draft specifications and contract schedules to comply with the GDPR Article 28 data processor provisions.

## **3. SAR and FOIA casework**

- 3.1 Acknowledge, process and respond to personal data subject access requests (UK GDPR/Data Protection Act 2018) and requests for information under the Freedom of Information Act 2000.
- 3.2 Work with staff at different levels across the organisation to identify the relevant information held and to provide advice and guidance on how information requests should be resolved in accordance with the statutory provisions and guidance.
- 3.3 In complex cases, to provide assistance to the Information Governance & Knowledge Manager by researching ICO guidance, decision notices and other relevant materials to provide options for decision making.
- 3.4 To draft, compile and redact complete responses to requests. Determine and advise on the use of exemptions for information that must be withheld. Review cases handled by colleagues as part of the internal review procedure.
- 3.5 Complete case management records and systems for the accurate and historical tracking of cases and case handling decisions.
- 3.6 Keep up to date with information governance issues as they apply to the Brigade's work.

#### **4. General**

- 4.1 To attend external and internal meetings, seminars, conferences etc., as required in order to represent the Team and the Brigade on matters connected with the work of Information Access.
- 4.2 To keep under review working processes to ensure that the work of the team can be delivered in the most efficient manner.
- 4.3 To work autonomously and take initiative with decision making and to think creatively when resolving problems.
- 4.4 To champion information access principles and provide support and training to staff across the Brigade to improve compliance.

#### **5. Equalities and Health and Safety**

- 5.1 Ensure that the principles and practice of the Brigade's equalities policies are followed when carrying out the duties of the post.
- 5.2 Organise own work to minimise risk. Be aware of own responsibilities in maintaining a safe and healthy workplace. Take responsibility to ensure that hazards are removed safely, minimised and/or reported according to established procedures.

**Note 1:** In addition to the duties set out above you may from time to time be required to undertake additional duties as necessary to meet the needs of the Brigade. Such duties to be commensurate with the responsibilities and grading of the post.

**Date:** 25 May 2022

**1. Experience**

- 1.1 Experience of working with information access legislation, and specifically the Data protection and Freedom of Information law.
- 1.2 Experience of sharing personal data in accordance with statutory guidance and best practice, with a pragmatic approach that promotes the appropriate sharing of information.
- 1.3 Experience of organising, planning and prioritising work and meeting deadlines and targets while working flexibly within a team.

**2. Skills**

- 2.1 Excellent oral communication and interpersonal skills with the ability to communicate clearly at all levels (including at principal officer level and in group discussion) and adapting approach to meet the needs of a range of different people and groups making sure a high standard of customer care is consistently maintained.
- 2.2 Good written communication skills in order to prepare a wide variety of content for different target audiences using appropriate written style, grammar and structure to ensure a consistently high standard of material.
- 2.3 Strong organisational and project management skills with the ability to prioritise workloads to reflect changing demands and resources, and to demonstrate initiative whilst working flexibly with minimal supervision.
- 2.4 Proactive approach to problem-solving and the ability to analyse available information to propose effective solutions.
- 2.5 Attention to detail and the ability to maintain consistency and ensure accuracy to produce a high quality output at all times.

**3. Knowledge**

- 3.1 Good working knowledge and understanding of Data Protection and Freedom of Information law and other legislation relevant to information access and its practical application including an understanding of the potential organisational and political impacts of information access requests.
- 3.2 An understanding of the importance of confidentiality and security of information in reference to relevant legislation.
- 3.3 An understanding of equality issues and the ways in which best practice can be applied in the context of the duties and responsibilities of the post.
- 3.4 An understanding of good health and safety practice within an office environment.

**Note:** These are the criteria against which your suitability for the post will be assessed. You must show clearly in your application how your experience, skills and knowledge meet each of the highlighted selection criteria or all if none are highlighted. If you do not address the relevant criteria on your application form it will not be possible to shortlist you. Please note that if shortlisted you will be required to address all criteria when interviewed.

**Date:** 25 May 2022

**LFB BEHAVIOURS**

**FRS D**

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For this post the following is a summary of the applicable behaviours and competencies for Tier 1 positions.

<b>COMPASSION:</b>
<b>B1 Self-aware</b>
<i>Can honestly self-assess, manage their emotions, and understand their impact on others.</i>
Summary: <ul style="list-style-type: none"> <li>• Is self-reflective and accepts constructive feedback.</li> <li>• Aware of own emotions and seeks to manage these.</li> <li>• Will ask for support or advice if they need it.</li> </ul>
<b>B2 Selfless</b>
<i>Considers and supports the needs of others whilst respecting their own health, safety and wellbeing.</i>
Summary: <ul style="list-style-type: none"> <li>• Is aware and accepting of the diverse beliefs, culture and traditions of others.</li> <li>• Acts with kindness, recognising and supporting the health, safety and wellbeing of others, whilst recognising their own needs.</li> <li>• Gives others the opportunity to express themselves without interrupting/judging.</li> </ul>
<b>B3 Empathy</b>
<i>Recognises the emotions of others and shows understanding for these.</i>
Summary: <ul style="list-style-type: none"> <li>• Consistent and reliable, prioritising building trust with others.</li> <li>• Open-minded, unbiased and honest in their approach.</li> <li>• Is willing to discuss their own and other's emotions.</li> </ul>
<b>TOGETHERNESS:</b>
<b>B4 Inclusive</b>
<i>Includes others and welcomes everyone.</i>
Summary: <ul style="list-style-type: none"> <li>• Ensures that an appropriate standard of privacy and dignity is maintained and takes constructive action in response to inappropriate behaviour.</li> <li>• Recognises and respects other people's skills, strengths, views, ideas and suggestions.</li> <li>• Is approachable and communicates in a clear, sensitive and concise manner.</li> </ul>
<b>B5 Teamwork</b>
<i>Works with others to achieve results.</i>
Summary: <ul style="list-style-type: none"> <li>• Works collaboratively with people by co-operating and consulting to achieve joint outcomes.</li> <li>• Actively listens and promotes respectful two-way dialogue.</li> <li>• Is interested in other people's motivations and perspectives.</li> </ul>
<b>B6 Empowers and coaches others</b>
<i>Gives autonomy to others and helps them grow.</i>
Summary: <ul style="list-style-type: none"> <li>• Prioritises a learning culture through empowerment, encouragement, praise and recognition.</li> <li>• Recognises gaps in skills and knowledge and deals with mistakes and performance issues constructively.</li> </ul>

- Proactively contributes to others development through regular constructive feedback, one-to-one discussions, training, coaching and mentoring.

**ACCOUNTABILITY:**

**B7 Takes ownership and responsibility**

*Demonstrates personal accountability.*

Summary:

- Takes a proactive approach, planning ahead, prioritising and managing time to deliver individual team objectives.
- Shows accountability over mistakes and delays.
- Seeks clear direction and information, checking things are working.

**B8 Professional**

*Demonstrate high standards and the skills and ability to deliver,*

Summary:

- Maintains health and safety in the workplace and acts to mitigate risks in their work.
- Makes evidence-based decisions to improve service delivery.
- Performs their role to a high standard at all times, keeping up-to-date with relevant professional skills, knowledge and behaviours.

**B9 Forward-looking**

*Demonstrates adaptability and anticipates change positively.*

Summary:

- Positively engages with new ways of working and implementing learning.
- Takes the initiative to resolve problems.
- Is flexible, adapting to changing needs and demands.



LONDON FIRE BRIGADE

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### Job Description

<b>Job Title:</b>	Information Officer
<b>Employer:</b>	London Fire Commissioner
<b>Post Number:</b>	250109
<b>Grade:</b>	FRS C
<b>Directorate:</b>	Corporate Services
<b>Department:</b>	Information and Communication Technology
<b>Location:</b>	Brigade Headquarters, 169 Union Street, SE1
<b>Reports To:</b>	Information Access Manager (Grade: FRS D)
<b>Staff Directly Responsible For:</b>	None

#### How this role contributes to our vision

The Information Officer is responsible for providing administrative support to the knowledge management team which is part of the Business Intelligence Team. This team helps ensure the Brigade's information and knowledge is easily discoverable and accessible for staff and the public alike. This role facilitates the public's access to information (including under the Freedom of Information Act and Data Protection Law) by providing accurate, impartial, and comprehensive advice and information relating to incidents the Brigade attends and information about the Brigade's services.

### Main Duties and Responsibilities

#### 1. Information Access

- 1.1 Dealing with requests by telephone, email or letter from the public for information about fires and other incidents attended by the Brigade (e.g. confirmation of attendance, full incident details and fire investigation outcomes).
- 1.2 Administering the Brigade's charging arrangements for the provision of incident information (where relevant), including the processing of payments, raising of invoices, etc. in accordance with financial policies and procedures.
- 1.3 Liaising with staff in Strategy & Risk and other departments to secure the relevant incident information, and to determine whether the requestor is entitled to the information (as an



interested party) and whether there are any circumstances that might need the information is to be withheld.

- 1.4 Provide assistance to the Information Access Managers by helping with information requests (including under the Freedom of Information and Data Protection Acts), gathering and collating relevant information and redacting documents for disclosure under the guidance of the information access manager.
- 1.5 To help prepare information in response to information access requests (freedom of information/data protection), including the drafting of simple letters and emails, and to maintain information on the Brigade's Freedom of Information publication scheme and disclosure log.
- 1.6 Help to maintain and develop databases used by the team to support the import, edit, format, issue and updating of Brigade documents.
- 1.7 To promote transparency and provide assistance with process changes to improve the availability of information to the public through the FOIA publication scheme and disclosure log and by other means.
- 1.8 To keep informed of developments in information rights and local government transparency and provide assistance to process changes in order to maintain Brigade compliance.

## **2. Responsibility for performance and self-development**

- 2.1 Plan and organise work to ensure that both routine and unexpected tasks are completed promptly. Report anticipated difficulties in meeting deadlines.
- 2.2 Keep informed of the Brigade's policies and the Directorate's procedures as they relate to the role. Carry out all activities in accordance with the procedures, asking for training and guidance if necessary.
- 2.3 Keep up to date with information that is necessary for work activities. Maintain confidentiality in accordance with agreed policies and procedures, disclosing information to authorised persons only.
- 2.4 To work with minimal supervision and to have a flexible approach to work in a busy working environment.
- 2.5 Identify and agree personal development needs, seeking opportunities and discussing them with the line manager. Monitor own performance against agreed indicators and objectives.

## **3 General**

- 3.1 To ensure that data is managed in accordance with the Brigade policy and that confidentiality is maintained in all matters, in particular with regard the data protection law.
- 3.2 Use the information technology and communication systems of the Brigade in accordance with the ICT Acceptable Use policy. Use all information systems in accordance with Data Protection law.

- 3.4 To represent the Brigade in a professional manner at all times.
- 3.5 Establish and maintain professional and effective working relationships with Brigade staff and external organisations.

#### **4 Equalities and health and safety policies**

- 4.1 Ensure that the principles and practice of the Brigade's Togetherness Strategy and equalities policy are followed when carrying out the duties of the post.
- 4.2 Organise own work to minimise risk. Be aware of own responsibilities in maintaining a safe and healthy workplace. Take responsibility to ensure that hazards are removed safely, minimised and/or reported according to established procedures.
- 4.3 Operate equipment following agreed procedures, particularly in relation to the Display Screen Equipment Regulations.
- 4.4 Report accidents and emergencies in accordance with established procedures.
- 4.5 Consider environmental impact when carrying out the duties of the post.
- 4.6 Carry out organisational security measures. Identify and report any security risk or breaches.

**Note:** In addition to the duties set out above you may from time to time be required to undertake extra duties necessary to meet the demands of the Brigade. Such duties to be commensurate with the responsibilities and grading of the post.

**Date:** 20 May 2022

**1. Experience**

**1.1 Experience of providing a customer focused support service with excellent communication skills and with an adaptive approach to dealing with difficult people.**

1.2 Experience of dealing with financial transactions and accounting for payments.

**1.3 Experience of organising, planning and prioritising work and ensuring that deadlines are met.**

1.4 Experience of working flexibly within a team.

1.5 Experience of using a range of software applications and packages together with good keyboard skills and an understanding of how IT systems can be utilised in relation to the duties of the post.

**2. Skills**

2.1 Excellent interpersonal and communication skills to maintain effective working relationships, explain processes and issues to staff at all levels and members of the public, both orally and in writing.

2.2 Numerical skills sufficient to perform simple calculations in order to monitor budgets, process expenses and other claims and invoices and maintain inventories.

**2.3 Attention to detail and proven ability to maintain accurate records.**

2.4 To ensure the confidentiality and security of sensitive information and data particularly in relation to the handling of sensitive personal data.

**3. Knowledge**

**3.1 An awareness of information access legislation (data protection, freedom of information) and the wider transparency commitments of local government.**

3.3 Knowledge of equality issues and a commitment to ensuring relevant policies are promoted and adhered to

3.4 Awareness of one's responsibility with regard to health and safety in workplace.

**Note** These are the criteria against which your suitability for the post will be assessed. You must show clearly in your application how your experience, skills and knowledge **meet each of the highlighted selection criteria** or all if none are highlighted. If you do not address the relevant criteria on your application form it will not be possible to shortlist you. Please note that if shortlisted you will be required to address all criteria when interviewed.

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<b>ACCOUNTABILITY:</b>
<b>B7 Takes ownership and responsibility</b>
<i>Demonstrates personal accountability.</i>
Summary:

- Takes a proactive approach, planning ahead, prioritising and managing time to deliver individual team objectives.
- Shows accountability over mistakes and delays.
- Seeks clear direction and information, checking things are working.

**B8 Professional**

*Demonstrate high standards and the skills and ability to deliver,*

Summary:

- Maintains health and safety in the workplace and acts to mitigate risks in their work.
- Makes evidence-based decisions to improve service delivery.
- Performs their role to a high standard at all times, keeping up-to-date with relevant professional skills, knowledge and behaviours.

**B9 Forward-looking**

*Demonstrates adaptability and anticipates change positively.*

Summary:

- Positively engages with new ways of working and implementing learning.
- Takes the initiative to resolve problems.
- Is flexible, adapting to changing needs and demands.