**Appendix 2 – Job Descriptions**

**FOI Centre**

FOI Centre Service Advisor (2021)

FOI Researcher (2021)

FOI Assessor (2021)

Information Access & Compliance Lead (2017)

FOI Manager (2022)

Head of FOI Centre (2022)

**FOI Paid Search Team**

Records Advisor (2021)

Paid Search Manager (2021)

**MoD Access Service Team**

Access Service Advisor (2021)

Access Service Case Officer (2021)

MoD Access Service Manager (2021)

**Data Protection Team**

New Business Data Protection Coordinator (2021)

Data Protection Officer (2019)

**Information Rights Department**

Head of Information Rights (2021)

*\*The year in brackets denotes the year in which the job description was created.*

FOI Centre Service Advisor

**JOB DESCRIPTION**

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| **Job title** | FOI Centre Service Advisor |
| **Department** | Information Rights |
| **Reports to** | FOI Manager |
| **Band** | D |
| **Job purpose** | |
| The overall purpose of the role is support the running of the Freedom of Information (FOI) Centre, FOI request service. To ensure we meet tight statutory targets the FOI Centre need to run an efficient and professional customer service, which requires accurate attention to detail and responding to needs of our customers and stakeholders.  The FOI Centre is responsible for overseeing all FOI activity across the organisation and for handling FOI requests for access to information contained within closed archival records and The National Archives’ (TNA) corporate information.  Reporting to an FOI Manager, this role will assist the Centre in managing and coordinating FOI requests across TNA, by monitoring the tracking system, the entry of requests and customer correspondence to ensure the FOI requests being processed are up to date and accurate. They will assist case officers in ensuring all request data is managed properly, updating requests as required by the Centre. | |
| **Role and responsibilities** | |
| **Assist in management and coordination of all FOI requests**   * Log all new cases into the FOI Centre within our tracking system. As part of this and with experience, highlight any complex cases or cases that may need more immediate attention * To (after training) complete an initial triage of FOI cases to identify any that require standard responses and send appropriate responses to enquirers accordingly * To daily identify all cases due for a response and liaise with case officers to establish what response is required * Monitor all incoming e-mail inboxes/post to the FOI Centre – identifying FOI requests for logging, answering straight forward enquiries and circulating e-mails for further attention * Monitor corporate requests and identify any which may be ‘round robins’, by reference to the Cabinet Office ‘round robin’ list and by developing own knowledge of likely ‘round robin’ topics. Alert Head of Centre to all suspected ‘round robins’ and refer to Cabinet Office if appropriate * Alert Head of Centre to any problems identified with regard to the processing of requests so that remedial action may be taken and long-term solutions implemented * Develop expert user knowledge of TNA's tracking system to assist with advising on the service requests * Assist with preparation of figures for monitoring reporting purposes for Head of FOI Centre. Ensure these are accurate and timely   **Assist in handling of complaints regarding Freedom of Information**   * Carry out initial investigation into FOI casework records. Prepare case files/folders, adding in papers and summary of steps taken for Head of Centre. For IR/ICO/Tribunal cases, including links to the previous case folders * Locate and prepare documents to be used in bundles presented to Information Commissioners Office/Information Tribunal   **Assist with managing the publication of information requests to TNA’s website**   * To establish a list of corporate FOI responses sent each month * To identify if template has been prepared – prepare templates if they haven’t been completed * Use WordPress for updating the website/FAQs and any editorial changes and liaise with web team to ensure publication   **Assisting with the provision of FOI Centre Training**   * Sending out FOI information to TNA new starters (and maintaining spreadsheet) * Liaise with Managers to ensure cover for FOI at Information Management training (rota) * To assist the Centre in the organisation of training, team meetings and hosting visitors   The work of the FOI Centre involves the processing of FOI requests for access to information contained within closed archival records which can sometimes be upsetting or distressing in nature. Although the primary roles and responsibilities of this post do not directly involve reviewing these records, the administration of FOI requests may expose the job holder to detailed descriptions of file contents in written and verbal communications. | |
| **Person specification** | |
| **Essential:**   * Excellent administrative experience of working to tight deadlines, prioritising a heavy workload and working well under pressure * High standard of communication, both written and verbal * Good team-working skills and flexibility in approach to work, to meet exacting targets * Ability to use initiative and sound judgement, escalating issues as required * Commitment to providing a professional service to the public and/or to other government departments * Numerate, able to produce accurate statistics using Excel and other online systems with excellent attention to detail * High level of IT literacy, including advanced knowledge of Microsoft Outlook, Excel, Word, PowerPoint and Sharepoint   **Desirable:**   * Knowledge of the FOI Act and related legislation * Use of case management tracking system | |

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FOI Researcher

**JOB DESCRIPTION**

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| --- | --- | --- | --- |
| **Job title** | Freedom of Information (FOI) Researcher | | |
| **Department** | Public Access and Government Services | | |
| **Reports to** | FOI Manager | | |
| **Band** | D | **Salary** |  |
| **Job purpose** | | | |
| To carry out research into closed records held in the archive in response to FOI requests, assess whether exemptions apply, and reply to requesters.  You will develop expert knowledge regarding the application of the FOI Act and related information rights legislation. In depth knowledge of specific records series held by The National Archives will enable you to produce guidelines regarding potential areas of sensitivity.  Working to tight deadlines, the role requires you to have good decision making and communication skills, as well as the ability to organise a heavy workload. | | | |
| **Role and responsibilities** | | | |
| * Enable The National Archives in meeting its Freedom of Information obligations through:   + Working to tight statutory deadlines, carry out research into, and produce reports on, closed records held by The National Archives in response to Freedom of Information requests   + Assess whether or not Freedom of Information exemptions apply to information contained within closed archival records and make recommendations regarding the release of information therein   + Develop expert knowledge regarding the application of the FOI Act and related information rights legislation * To gain knowledge of specific records series held by The National Archives and to produce guidelines regarding potential areas of sensitivity | | | |
| **Person specification** | | | |
| **Essential:**   * Degree in history or related subject, or significant relevant experience, demonstrating the ability to carry out research into records, analyse contents and summarise findings clearly and concisely * Demonstrate ability to make decisions, using sound judgement, escalating issues as required * Excellent team working skills and flexibility in approach to work * Demonstrate high standard of communication, both written and verbal, with an excellent attention to detail * Experience of working to tight deadlines and ability to work well under pressure * Demonstrable experience of ICT skills including working with Microsoft Office (Word, Excel etc.)   **Desirable:**   * Knowledge of the FOI Act and related legislation | | | |

FOI Assessor

**JOB DESCRIPTION**

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| **Job title** | FOI Assessor | | | |
| **Department** | Public Access and Government Services | | | |
| **Reports to** | FOI Manager | | | |
| **Band** | E | | **Salary** |  |
| **Job purpose** | | | | |
| Around 10% of all Freedom of Information (FOI) requests made to government departments are handled by The National Archives. The great majority of these are for access to closed historical information. The role of FOI Assessor requires someone who is able to respond to these requests using knowledge of the FOI Act, coupled with judgement and research skills to analyse information and make high quality decisions within a tight timeframe. You will be part of a leading FOI Centre capable of reaching conclusions with government officials and liaising with members of public about requests whilst developing your expertise as an information professional. Your portfolio will include a variety of government departments and arms-length bodies. | | | | |
| **Role and responsibilities** | | | | |
| * To take responsibility for completing Freedom of Information requests within statutory deadlines * To carry out research into and produce reports on closed records held by The National Archives in response to Freedom of Information requests * To assess whether or not Freedom of Information exemptions apply to information contained within above records * Strong negotiation and influencing skills when dealing with a variety of other government departments regarding the release of information * To gain knowledge of specific records series held by The National Archives and to produce guidelines regarding potential areas of sensitivity * To deliver FOI training to The National Archives and other government colleagues regarding The National Archives FOI procedures | | | | |
| **Person specification** | | | | |
| **Essential:**   * Able to carry out research using complex documents and to summarise findings clearly * High standard of communication, both written and verbal * Confident and able to negotiate at a senior level across government departments * Experience of working to tight deadlines and ability to work well under pressure, able to prioritise a heavy workload with little supervision * Ability to make decisions, using sound judgement, escalating issues as required * Knowledge of the Freedom of Information Act especially the application of exemptions * Team player able to work on own initiative under pressure * ITC literacy to use FOI casework systems   **Desirable:**   * Experience of assessing information in accordance with Freedom of Information exemptions * Willingness to undergo developed vetting * Customer care skills with an understanding of the needs of researchers and users of The National Archives * The ability to develop and adapt training materials , as well as deliver training to a range of audiences | | | | |
| **Health and Safety Risk Assessment** | | | | |
| Normal Office Environment | | | | |
| **Location** | | Kew, London | | |
| **Working arrangement** | |  | | |

Information and Access Compliance Lead

**JOB DESCRIPTION**

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| **Job title** | Information and Access Compliance Lead |
| **Department** | Transfer & Access Department |
| **Reports to** | FOI Manager |
| **Band** | E |
| **Job purpose** | |
| Reclosure occurs when information in open records may be subsequently closed by The National Archives. It applies to records (including digital records) that have been transferred to The National Archives for preservation as archives. The circumstances in which this would be required are outlined in our published Reclosure Policy and this policy is the remit of the Reclosure Panel (chaired by the FOI Centre).The Reclosure Coordinator will be responsible for responding to compliance issues posed by the continued availability of records, which contain potentially sensitive content.  This role will set up and manage any Reclosure projects, coordinating and managing the scope of the work involved. Alongside managing these projects they will undertake the sampling work that has been identified, reporting on the progress of review work, outlining next steps and simultaneously ensuring that work is completed for those files which pose the highest risk. As a result this will also include providing advice and assistance on the digitisation of records collections, where there may be sensitivities and working with digital transfer/sensitivity to manage the risks involved with digital records, to ensure any reclosure issues/concerns are addressed.  Reclosure cases need careful handling, with balanced and considered recommendations being put forward to the Reclosure Panel and Executive Team, to ensure that the appropriate action is taken and in a timely manner. We require an individual with good sense of judgement, impressive decision making skills and appreciation of information rights legislation involved in this process (FOI, DPA, and EIR etc.).  Using their knowledge of information rights legislation this individual will assess the scale of the work, sample and review the files to support their recommendations for access status of these records. They will work closely with the FOI Centre, (where this role will be based) to ensure that there is a consistency of approach towards Reclosure and compliance. This role will report and feed in to both the Reclosure Panel who are responsible for managing the reclosure of records and Compliance Board, who oversee the organisation’s compliance risks.  An important part of this role will therefore be to keep those involved with the Reclosure regularly informed of progress and the individual in this position should be able to judge when to escalate to senior management and groups i.e. Compliance Board. This is required to ensure not just compliance, but to maintain a level of good customer service; safeguarding TNA’s reputation. | |
| **Role and responsibilities** | |
| * This post enables The National Archives to remain compliant with information rights legislation - Freedom of Information and Data Protection Act through:   + Outlining the scope of the reclosure work involved with those records identified as high risk   + Setting up a project/s to manage this work, which includes the objectives, targets and desired outcomes   + Sampling and reviewing the files within these projects making recommendations for access status of these records.   + Working closely and supporting the FOI Centre with the wider Reclosure Panel and policy, to ensure that there is a consistency of approach towards reclosure and compliance   + Working with digital transfer/sensitivity providing advice to manage the risks involved with digital records, to ensure any reclosure issues/concerns are addressed   + Working across the organisation to provide advice and assistance on the digitisation of records collections, where there may be sensitivities to ensure any reclosure issues/concerns are addressed   + Reporting progress and recommendations when necessary to the Reclosure Panel and Compliance Board   + Supporting this work, through maintaining knowledge of DPA, FOI, EIRs and other information rights legislation by keeping up-to-date with case law and legal developments. Use this knowledge to inform the project scope and review process.   + Investigating and managing the review cases within this project through to completion, ensuring that lessons learnt are used to inform and adapt the Reclosure work as it progresses   + Taking full responsibility for managing the workflow of this project and ensuring cases are completed within the targets that are set. | |
| **Person specification** | |
| **Essential:**   * Excellent standard of communication, both written and verbal, including the ability to prepare reports; make succinct and persuasive recommendations. * Project management experience; specifically of setting up projects, managing the project’s progress and preparation of project reports * Confidence to use judgment and FOI knowledge to assess information for sensitivities, defending your decisions, internally and externally and escalating them to senior members when appropriate. * Confident and able to negotiate and influence at a senior level, both internally and to external bodies, i.e. government departments * Demonstrable working Knowledge of the Freedom of Information Act and related information rights legislation, and up to date knowledge of case law in this area. * Excellent team working skills and flexibility in approach to work * Ability to work to deadlines, work well under pressure and prioritise heavy and demanding workloads with little supervision   **Desirable:**   * Qualification in information rights legislation * High degree of ITC literacy. * Willingness to undergo Developed Vetting (DV) clearance | |
| **Health and Safety Risk Assessment** | |
| Normal office environment | |
| **Location** | Kew |
| **Working arrangement** | Full time/Permanent |

FOI Manager

**JOB DESCRIPTION**

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| --- | --- | --- | --- |
| **Job title** | FOI Manager | | |
| **Department** | Information Rights | | |
| **Directly Reports to** | Head of FOI Centre | | |
| **Band** | F | **Salary** |  |
| **Job purpose** | | | |
| Over 5% of all Freedom of Information (FOI) requests made to monitored government bodies are handled by The National Archives. The majority of these are for access to closed historical information. The role of FOI Manager requires an individual capable of managing a team of information rights specialists to ensure The National Archives meets its legal obligations under FOI.  Reporting to the Head of the FOI Centre you will be responsible for:   * Overseeing FOI activity throughout The National Archives * Managing internal appeals and those to the Information Commissioner’s Office and Information Tribunal * Managing FOI caseloads * Liaising with Press Office over high profile/controversial releases * Keeping the FOI Centre up-to-date with case law, ICO guidance on FOI, Data   Protection and Environmental Information Regulations   * Using knowledge of information rights legislation to assist resolving complex or difficult cases | | | |
| **Role and responsibilities** | | | |
| * Motivate and provide leadership and day to day management to a team of FOI Centre staff required to: * Handle FOI requests for closed archival information * Ensure a professional service is provided to members of the public and Other Government Departments * Provide FOI induction training * Conduct research and write reports * Consult with the Advisory Council on National Archives and Records regarding Public Interest Tests * Negotiate with senior colleagues from other Government Departments, ensuring the position of The National Archives is clearly and expertly conveyed * Advise staff under your direct supervision, using your knowledge of information rights legislation * Investigate internal appeals and manage investigations conducted by the Information Commissioners’ Office into The National Archives’ case handling and application of the law. Ensure lessons learnt from these appeals inform the FOI Centre’s future operations and are relayed to other Government Departments * Draft legally compliant responses, which may be used in evidence by the Information Commissioner and the Information Tribunal * Maintain and share expert knowledge of Data Protection Act, FOI, Environmental Information Regulations and other information rights legislation by keeping up-to-date with case law and legal developments * Take responsibility for managing the workflow of FOI cases relating to identified work streams and ensuring cases are completed within statutory deadlines. This will include leading negotiations with other Government Departments to refine procedures for handling requests and to develop policies regarding the review of digital records. Additionally, it will involve identifying and troubleshooting potential delays in the process and taking remedial steps to resolve them * Carry out research into closed documents, concentrating especially on “difficult” cases, using your expert knowledge of the law to discuss and progress these with senior members of Other Government Departments information rights units | | | |
| **Person specification** | | | |
| **Essential:**   * Experience of mentoring, motivating or managing staff who work under pressure to meet tight deadlines * Ability to prioritise and balance managing own workload, deadlines, alongside providing support to a wider team * Excellent standard of communication, both written and verbal; evidence of highly developed drafting skills and ability to write persuasively, for different audiences * Experience of negotiation; ability to influence decisions at a senior level, both internally and externally * Confidence to use judgment and legal knowledge to make difficult decisions and defend them * Demonstrable knowledge of information rights legislation, both law and practice especially knowledge of the Freedom of Information Act * ITC literacy   **Desirable:**   * Qualification in information rights legislation * Willingness to undergo developed vetting * Experience of managing staff in an operational or casework environment * Experience of assessing information in accordance with Freedom of Information exemptions | | | |

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Head of FOI Centre

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| Head of Freedom of Information Centre |  |  |  |
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| Job Description |  |  | |

**Department** Information Rights

**Reports to** Head of Information Rights

**Line manages** FOI Managers (x3)

**Band** Band G

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| **Job Purpose** |
| The Head of FOI Centre role provides leadership and direction to a team of FOI/information rights experts, delivering clear priorities and expectations, ensuring these are supported.  The main purpose is to manage and monitor FOI operations across TNA, overseeing TNA’s FOI case-handling structures and processes, taking responsibility to ensure these are operated effectively and updated as necessary. This role will be the focal point of contact between TNA and central government FOI and also across all of TNA's business areas ensuring that responses are timely and effectively delivered for all Freedom of Information requests, in line with statutory obligations.  As part of the management of the FOI Centre the Head will manage and develop the FOI centre team progressing Government, TNA and department wide collaboration. They provide tailored guidance and training to all teams and staff responding to FoI requests to ensure the highest performance standards. Most importantly the role will support development and provision of opportunities for FOI Centre staff to expand expertise, skills within the FOI and information rights field.  Working closely with the Head of Information Rights this role, will advise the Executive Team on emerging case law that impacts upon TNA's business areas and strategy and suggest solutions and actions to manage the business risks and protect TNA’s reputation. This involves managing complaints and appeals that come in from the regulator and Information Tribunal; providing direction on these cases, to ensure effective handling.  The Head of Centre also contributes to the provision of expertise on access to historical information for departments and Government as an integral part of the official record. They play a key role as part of The National Archives’ (TNA) records and information management remit for Government. |

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| **Role and Responsibilities** |
| * Lead and manage the FOI Centre responsible for handling all access and corporate requests for closed records held within the archive, ensuring: * Full compliance with Freedom of Information, Data Protection, Environmental Information Regulations and other related legislation * Contribution to the PAGS (Public Access and Government Services) Directorate’s planning and objective setting * Sharing of knowledge, expertise and advice internally on Public Records Act and FOI Act * The provision of tailored guidance and training to all teams and staff responding to FOI requests to ensure the highest performance standards given TNA’s leadership in information management across government. * Apply full specialist knowledge acting as main point of contact for the ICO, SIC and Information Tribunals when investigating complaints against TNA's handling of FOI requests. * Attend meetings of, and advise, the Advisory Council (ACNRA) on matters relating to FOI and access to historical documents * The business owner for the FOI case management system * Manage and monitor FOI operations across TNA. Ensure that the case-handling structures and processes remain strong. Manage any necessary changes, both within TNA and across government in relation to the handling of FOI requests for access to closed records transferred to TNA from other government departments (FOIA s.66 casework). * Provide expert advice to central government departments on applying the Public Records Act and FOI Act to archival transfers. * Advise the Executive Team on emerging case law that impacts upon TNA's business areas and strategy and suggest solutions and actions to manage the business risks, helping to shape TNA’s direction and protecting its reputation. Provide risk assessments to the Executive Team and Audit Committee regarding current cases at the ICO and IT, and relevant internal appeals. |

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| **Working Conditions** |
| * Normal office environment * Hybrid working offered; allowing for some home working * Display Screen Equipment user |

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| **Person Specification** |
| **Essential:**   * Managerial experience in the field of information rights with an excellent understanding of current legal and professional issues relating to Freedom of Information and the wider information rights arena * Evidence of strong leadership skills and ability to ensure staff deliver on their objectives and grow in capability. The ability to manage and motivate a team to meet tight statutory deadlines, including peers and senior colleagues for whom there is no direct line management responsibility * Evidence of ability to work under pressure, meet deadlines and organisational priorities, and to exercise judgement and take difficult decisions in the interests of TNA. * Excellent understanding of the central government environment and strong political awareness and sensitivity. * Experience of utilising excellent communication skills, including the ability to convey decisions in a clear and concise way * Ability to think strategically and analytically to work with the senior team   **Desirable:**   * Professional qualification in FOI or relevant information rights (i.e. Data Protection) |

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| **Other Requirements** |
| * SC-level Security Clearance or willingness to obtain SC clearance is mandatory for this role and requires that you have lived in the UK for the last 3 years. The length of required residency may depend on individual circumstances |

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Reader Adviser (Freedom of Information Paid Search Team)

**JOB DESCRIPTION**

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| **Job title** | **Reader Adviser (Freedom of Information Paid Search Team)** | | |
| **Department** | Collections Expertise and Engagement | | |
| **Reports to** | Team Leader: Service Development | | |
| **Band** | D | **Salary** |  |
| **Job purpose** | | | |
| Our collection is one of the largest in the world, containing over 11 million historical  Government and public records. From the Domesday Book to modern government papers and digital files, we hold paper and parchment, digital records and websites, photographs, maps, drawings and paintings. Taking an audience focused approach we want to  give even more people the opportunity to engage with our collections, whether they visit us  on site at Kew or online.  In the Collections Expertise and Engagement (CEE) department, we are passionate about using our expert knowledge of our collections to inspire audiences and make them think differently about archives.  Reporting to the Team Leader: Services Development, and working closely with colleagues across The National Archives (TNA), you will be a key member of a small team to contribute and support the day to day business requirements of the enquiry service team carrying out paid research for customers amongst The National Archives' records. You will also provide administrative support to the deployment and training team and participate in the Library team operations. | | | |
| **Role and responsibilities** | | | |
| * Participate in the delivery of CEE information services undertaking duties at the public service points and provide advice in person, by telephone or in responses to letters, emails, web chat etc. * Maintain and develop expertise in The National Archives’ collections and provide advice to users and staff * Develop and maintain excellent customer care and service delivery skills * Conduct research in the records to fulfil customer requests within the estimated time * Communicate research information, in writing, accurately and effectively, to the customer by the statutory deadline, to deliver a high quality Freedom of Information (FOI) paid search service * Ensure all paid search customer enquiries, feedback and concerns are answered promptly, and in accordance with the published service standards for correspondence * Record and manage all paid search work activity through The National Archives’ FOI case management system, as well as using other tools and resources effectively * Provide advice and assistance to the Remote Enquiries team in the preparation of accurate estimates for paid search requests, as required * Develop research knowledge and skills to a sufficient level to support potential career progression * Participate in the continual development of the public service by contributing to, and editing of, written information to users on the paid search service * Assist with the operations of the Library team within CEE, including using and maintaining Library recording and catalogue systems. * Assist in the administration of paid search requests as determined by FOI to ensure statutory requirements are met | | | |
| **Person specification** | | | |
| **Essential:**   * Demonstrable and relevant experience of delivering historical records advice in a public service and a good knowledge of records held by The National Archives * Excellent customer care and communication skills * Effective team player with ability to use initiative as appropriate * Good administrative skills and experience * Ability to work effectively under pressure and to deliver to tight deadlines * Flexible approach to work and ability to prioritise tasks   **Desirable:**   * Awareness of the FOI Act and related legislation * Good understanding of ICT applications and experience of working with databases | | | |

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Paid Search Manager

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| Paid Search Manager |  |  |  |
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| Job Description |  |  | |

**Department** Collections Expertise and Engagement (CEE)

**Reports to** Services Development Team Leader

**Line manages** Records Adviser FOI Researcher

**Band** Band E

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| **Job Purpose** |
| To contribute to The National Archives public enquiries and paid search services, providing advice and guidance to both online and onsite visitors and researchers.  This role divides into two overlapping but distinct areas of responsibility:  1. As the lead role in the Paid Search Team, the post holder oversees and manages the workload of the team and handles a more or less equal share of the day-to-day enquiries, as well as the paid searches themselves, handled by team members. The role includes the line management of the other members of the team.  2. As a Records Adviser on CEE’s public service points, the role demands a broad range of records knowledge, sufficient to provide accurate and helpful advice to public enquiries received via email, the live chat service and in person in the reading rooms. |

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| **Role and Responsibilities** |
| * Develop and maintain a broad knowledge of National Archives records, sufficient to provide the required level of advice to enquirers and other users, both at the public enquiry points and on the paid search service. * Manage the work of the Paid Search Team and line manage the other members of the team. * Carry out records research in response to paid search requests made within the boundaries and requirements laid out for The National Archives in Freedom of Information (FOI) legislation, ensuring in particular that requests are completed on time and to the required quality. * Ensure that all paid search work activity is recorded and managed using The National Archives’ case management system, alongside other tools and resources, efficiently and effectively. * Ensure work is efficiently and evenly allocated to all contributors to the paid search service, notably members of other teams who carry out Data Protection Act (DPA) and pre-paid FOI searches in the records. Currently these are records of the 1939 Register, Prisoner of War records (WO 416), Home Guard records (WO 409) and naturalisation records. * Communicate with potential and actual paid search customers, primarily in writing but where necessary via telephone, to ensure accurate advice and research is provided in a timely manner. Where possible and appropriate, refer enquirers to alternative research routes and services, such as those provided by independent researchers. * Ensure that paid search stock reply templates and administrative documentation is maintained and that the paid search pages on the website are kept up to date and in line with the service as it develops. * Handle and respond to complaints about the Paid Search Service. * Work with the FOI Centre where necessary to support their work on corporate FOI requests and requests to open closed records. * Manage the preparation and delivery of annual and quarterly financial reports for the paid search service. * Undertake duties at the public enquiry service points, providing friendly and helpful advice to enquirers by email, on the live chat service and in person in the reading rooms. Fulfil a minimum of five duties per week. * Develop and maintain excellent customer care and service delivery skills, in adherence with the Public Enquiry Service Standards. * Contribute to the wider management of CEE’s Strategic Operations Team e.g. help to deliver the management of the public enquiry service and assist in the quality assurance of the service. |

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| **Working Conditions** |
| * Normal office environment * Option of working from home for a maximum of one day per week * Display Screen Equipment user * Moving items up to 10kg in weight * May come into contact with distressing material |

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| **Person Specification** |
| **Essential:**   * Either a degree in a discipline relevant to the records or demonstrable and relevant experience of delivering historical records advice in a public service and a good knowledge of records held by The National Archives * Strong people management and interpersonal skills * Excellent customer care and communication skills * Effective team player with ability to use initiative as appropriate * A well organised worker with an eye for detail, the ability to work effectively under pressure and deliver to tight deadlines * Good understanding of ICT applications and experience of working with databases   **Desirable:**   * Awareness of the Freedom of Information Act and related legislation |

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| **Other Requirements** |
| * May be required to work some Saturdays |

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Access Service Advisor

**JOB DESCRIPTION**

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| **Job title** | MOD Personnel Records: Access Service Advisor | | |
| **Department** | Information Rights Department | | |
| **Reports to** | MOD Personnel Records: Access Service Manager | | |
| **Band** | D | **Salary** |  |
| **Job purpose** | | | |
| The overall purpose of the role is support the public service provision to provide access to MOD Personnel record collection. The full public service provision will take time to establish and in the interim the Access Service team has been set up to manage all access requests TNA receives. Accordingly there will need to be flexibility to the approach in getting the work done and supporting your team/organisation to resolve the access requests received.  The Access Service team will be responsible for overseeing all requests for access to information contained within these archival records, database and TNA corporate information about the collection.  To ensure we run an efficient and professional customer service, requires accurate attention to detail and responding to needs of our customers and stakeholders. This role will be responsible for carrying out research and responding to requests for open information held in this collection predominately– FOI Paid Search and Subject Access (Data Protection). You will be responsible for completing all work that is required to provide a response including, but not limited to triaging requests, redaction of records, providing copies and transcripts.  This role will assist in coordinating, monitoring and tracking the requests and customer correspondence to ensure they are being processed appropriately. They will assist case officers and Access Manager in ensuring all request data is managed properly, updating requests within the tracking system as required.  In dealing with these requests and forming part of the Access Service you will be required to develop your knowledge regarding the application of the FOI and Data Protection and related information rights legislation. You will also be required to develop knowledge of this specific record collection to enable you to contribute to guidelines that will assist the public with researching and accessing this collection.  Working to tight deadlines, the role requires you to have good decision making and communication skills, as well as the ability to organise a potentially heavy, sensitive and demanding workload. Some cases may be complex and or of a highly personal and of sensitive nature (medical information), which will require careful handling and escalation. You will need therefore need to be flexible, organised and motivated in your approach to meet the demands of this role. | | | |
| **Role and responsibilities** | | | |
| * Enable The National Archives in meeting its legislative and public service obligations through:   + Working to tight statutory deadlines, carry out research into, and produce reports on, open information in MOD Personnel records held by The National Archives in order to respond to requests to access these records   + Assess whether the information requested is held and if so what can be provided within scope of the request (FOI/DP)   + To ensure all cases and correspondence are logged and tracked and those within your work area are responded   + Producing fees orders for FOI Paid Search requests   + Escalating any issues regarding sensitivity to Access case officers/and or Access Service Manager and make recommendations regarding the release of information therein   + Develop expert knowledge regarding the application of the FOI Act, Data Protection and related information rights legislation * To gain knowledge of these specific records held by The National Archives and to contribute to the production of guidance | | | |
| **Person specification** | | | |
| **Essential:**   * Degree in history or related subject, or significant relevant experience, demonstrating the ability to carry out research into records, analyse contents and summarise findings clearly and concisely * Demonstrate ability to make decisions, using sound judgement, escalating issues as required * Excellent team working skills and flexibility in approach to work * Demonstrate high standard of communication, both written and verbal, with an excellent attention to detail * Experience of working to tight deadlines and ability to work well under pressure * Demonstrable experience of ICT skills including working with Microsoft Office (Word, Excel etc.)   **Desirable:**   * Knowledge of the FOI Act and related legislation | | | |

Access Service Case Officer

**JOB DESCRIPTION**

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| **Job title** | MOD Personnel Records: Access Case Officer | | |
| **Department** | Information Rights | | |
| **Reports to** | Head of Information Rights | | |
| **Band** | E | **Salary** |  |
| **Job purpose** | | | |
| The overall purpose of the role is support the public service provision to provide access to MOD Personnel record collection. The full public service provision will take time to establish and in the interim the Access Service team has been set up to manage all access requests TNA receives. Accordingly there will need to be flexibility to the approach in getting the work done and supporting your team/organisation to resolve the access requests received.  The Access Service team will be responsible for overseeing all requests for access to information contained within these archival records and TNA corporate information about the collection. To ensure we run an efficient and professional customer service, requires accurate attention to detail and responding to needs of our customers and stakeholders. This role will be responsible for carrying out research and responding to primarily to FOI requests for closed information held in this collection. You will need to determine if information can be disclosed or an FOI exemption applies.  To do this demanding job you will need excellent communication skills, including the ability to draft legally compliant responses which may be used in evidence by the regulator, Information Commissioner. With knowledge of information rights legislation, both law and practice, you will have the confidence to negotiate persuasively on specific cases with colleagues from other government departments (predominately MOD) ensuring that TNA’s position and expertise is conveyed.  Some cases may be complex and or of a highly personal and of sensitive nature (medical information), which will require careful handling, and we need individuals with a good sense of judgement, impressive decision making skills and appreciation of the legislation involved. You should know when to escalate to senior management and groups – MOD Personnel Project, to ensure not just compliance, but to maintain a level of good customer service; safeguarding TNA’s reputation.  In dealing with these requests and forming part of the Access Service you will be required to develop your knowledge regarding the application of the FOI and Data Protection and related information rights legislation. You will also be required to develop knowledge of this specific record collection to enable you to write guidelines that will assist the public with researching and accessing this collection.  We are looking for an individual, who is capable of forming a team that provides expertise to their colleagues and the public, to support the access service and TNA’s obligations for FOI/DP and this collection. Working to tight deadlines, the role requires you to have good decision making, as well as the ability to organise a potentially heavy, sensitive and demanding workload. You will need therefore need to be flexible, organised and motivated in your approach to meet the demands of this role. | | | |
| **Role and responsibilities** | | | |
| * Enable The National Archives in meeting its legislative and public service obligations through:   + Working to tight statutory deadlines, carry out research into, and produce reports on, closed information in MOD Personnel records held by The National Archives in order to respond to requests to access these records   + Assess whether the information requested is held and if so what can be provided within scope of the request (FOI/DP)   + To ensure all cases and correspondence are logged and tracked   + Maintain expert knowledge of DPA, FOI, EIRs and other information rights legislation by keeping up-to-date with case law and legal developments. Use this knowledge when handling FOI requests for closed archival records and our own corporate information   + Take full responsibility for managing the workflow of FOI cases and ensuring cases are completed within statutory deadlines.   + Using your expert knowledge of the law to discuss and progress these with members of other government departments (MOD) information rights units   + Escalating any issues regarding sensitivity to Access Service Manager and make recommendations regarding the release of information therein   + To gain knowledge of these specific records held by The National Archives and to produce guidance | | | |
| **Person specification** | | | |
| **Essential:**   * Excellent standard of communication, both written and verbal; evidence of highly developed drafting skills and ability to write persuasively, for different audiences with minimal supervision. * Ability to prioritise and balance managing own workload, deadlines, alongside requirements of the public service provision as a whole * Experience of negotiation; ability to influence decisions, both internally and externally * Demonstrate ability to make decisions, using sound judgement, escalating issues as required * Proven expertise and experience of the Freedom of Information Act and related information rights legislation and policy. * Excellent team working skills and flexibility in approach to work * Degree in history or related subject, or significant relevant experience, demonstrating the ability to carry out research into records, analyse contents and summarise findings clearly and concisely * Demonstrable experience of ICT skills including working with Microsoft Office (Word, Excel etc.)   **Desirable:**   * Qualification in information rights legislation | | | |

Access Service Manager

**JOB DESCRIPTION**

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| **Job title** | MOD Personnel Records: Access Service Manager | | |
| **Department** | Information Rights | | |
| **Directly Reports to** | Head of Information Rights Strategy | | |
| **Band** | F | **Salary** |  |
| **Job purpose** | | | |
| The overall purpose of the role is to manage the developing public service provision to provide and facilitate access to MOD Personnel record collection.  The full public service provision will take time to establish and in the interim the Access Service team has been set up to manage all access requests TNA receives. Accordingly there will need to be flexibility to the approach in getting the work done and supporting your team/organisation to resolve the access requests received.  The Manager of this service will be responsible both for ensuring we run an efficient and professional customer service, but also recommending and informing the main project team how the public service provision could be developed to ensure we are capable of meeting demand and facilitating the right level of access to these records. This will require understanding of the wider project and the potential opportunities for improving access – commercial digitisation.  This role will therefore need to develop knowledge of this collection the type (FOI/DP) and volume of requests we receive and the needs of the customers/stakeholders – including commercial partners. Consequently an important part of this role will be to keep those involved with the MOD Personnel Project informed of the demands for this service and our performance in meeting these demands. As necessary you will be required to escalate issues around access and compliance to the Head of Information Rights.  This role will be responsible for up to four direct report (Access Case Officers and Access Service Advisors) who are responsible for responding to requests for access, some of which may be of highly personal and of sensitive nature (medical information). You will provide leadership, direction, oversight and support to this team, providing advice and guidance on how to manage these requests and workloads.  As Manager, you will take responsibility for addressing any complaints (FOI internal reviews); liaising as necessary with the Complaints Manager & Head of Information Rights. This is required to ensure not just compliance, but to maintain a level of good customer service; safeguarding TNA’s reputation.  Managing a team working to tight deadlines, the role requires you to have good decision making and communication skills, as well as the ability motivate a new developing team, handling potentially heavy, sensitive and complex workloads. We are looking for an individual who is an experienced Manager, capable of leading a team, providing an environment that fosters staff well-being with good prioritisation skills and confidence in your own judgement to meet the demands of this role. | | | |
| **Role and responsibilities** | | | |
| * Motivate and provide leadership and day to day management to the Access Service Team staff * Advise staff under your direct supervision, using your knowledge of information rights legislation * Reporting to the Head of Information Rights you will be responsible for:   + Overseeing access requests to The National Archives for MOD Personnel records   + Managing internal appeals and those to the Information Commissioner’s Office and Information Tribunal   + Liaising with Press Office over high profile/controversial releases * Using knowledge of information rights legislation to assist resolving complex or difficult cases * Liaise with senior colleagues from the organisation ensuring demands of this service is clearly and expertly conveyed * Negotiate with senior colleagues from other Government Departments (MOD), ensuring the position of The National Archives is clearly and expertly communicated * Investigate internal appeals and manage investigations conducted by the Information Commissioners’ Office into The National Archives’ case handling and application of the law. Ensure lessons learnt from these appeals * Draft legally compliant responses, which may be used in evidence by the Information Commissioner and the Information Tribunal * Take responsibility for managing the workflow of cases and ensuring cases are completed within statutory deadlines. * Be involved in discussions to refine procedures for handling requests identifying and troubleshooting potential delays in the process and taking remedial steps to resolve them | | | |
| **Person specification** | | | |
| **Essential:**   * Experience of mentoring, motivating or managing staff who work under pressure to meet tight deadlines * Ability to prioritise and balance managing own workload, deadlines, alongside providing support to a wider team * Excellent standard of communication, both written and verbal; evidence of highly developed drafting skills and ability to write persuasively, for different audiences * Experience of negotiation; ability to influence decisions at a senior level, both internally and externally * Confidence to use judgment and legal knowledge to make difficult decisions and defend them * Demonstrable knowledge of information rights legislation, both law and practice especially knowledge of the Freedom of Information Act and Data Protection * Demonstrable experience of ICT skills including working with Microsoft Office (Word, Excel etc.) * Degree in history or related subject, or significant relevant experience, demonstrating the ability to carry out research into records, analyse contents and summarise findings clearly and concisely   **Desirable:**   * Qualification in information rights legislation * Experience of managing staff in an operational or casework environment * Experience of assessing information in accordance with Freedom of Information/Data Protection exemptions | | | |

New Business Data Protection Coordinator

**JOB DESCRIPTION**

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| **Job title** | New Business Data Protection Co-ordinator |
| **Department** | Information Rights |
| **Reports to** | Data Protection Officer |
| **Band** | E |
| **Job purpose** | |
| Working closely with the Procurement team across all directorates the New Business Co-ordinator will provide business support to the Data Protection Officer; focussing on The National Archives’ compliance with the UK GDPR requirement of data protection by design and default.   * ‘The UK GDPR requires organisations to put in place appropriate technical and organisational measures to implement the data protection principles effectively and safeguard individual rights. This is ‘data protection by design and by default’.’ [Data protection by design and default | ICO](https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/accountability-and-governance/data-protection-by-design-and-default/)   The New Business Co-ordinator will proactively engage with Heads of Departments, assisting them to identify the details of the personal data processing that will be necessary for their business needs; this could be for ad hoc short user surveys or complex projects with several deliverables.  They will provide the Data Protection Officer and the Procurement team with an early understanding of the personal data to be processed and the envisaged data flows. They will elicit sufficient information about the project/proposal to enable the Data Protection Officer to deliver well-informed and timely compliance advice  It is envisaged that there will be scope for development, enabling the post holder to further support and assistance to the DPO as required, and eventually to deputise for the DPO. | |
| **Role and responsibilities** | |
| *Expertise*  Working closely with Procurement, negotiate at a senior level with partners such as academic and commercial suppliers to reach mutually acceptable and compliant processing agreements.  Develop Data Protection knowledge and case- law particularly around post Brexit implementation of GDPR, and transfers of data overseas.  Keep up to date with new ways of processing personal data: Cloud, SaaS, remote working, informal communications channels, etc., in order to assist business areas with understanding the privacy implications.  *Engagement*   * Proactively engage with business areas, to ascertain any future plans for personal data processing, in order to embed data protection by design and default * Work collaboratively with Procurement, ensuring that tendering and contracting processes address all relevant Data Protection concerns Ensure that any sub-processors engaged by suppliers are identified * Support IT Security and Assurance manager in identifying systems that may require accreditation. * Decide, in conjunction with DPO whether a Data Protection Impact Assessment is necessary and offer assistance to Business Area compiling it. * Undertake Legitimate Interests balancing tests * Work closely with marketing and represent the DPO on the quarterly customer data board     *Corporate*   * Eventually Deputise for DPO as required (dependent on acquiring an appropriate level of knowledge and experience). * Ensure that correspondence and documents for each case are filed in The National Archives’ EDRMS, currently SharePoint. * Working with the DPO and the Information Manager, update Article 30 Record of Processing. * If applicable, update the Privacy Notice with new processing. * Update internal guidance/procedures, * Provide support for training, | |
| **Person specification** | |
| *Essential:*   * A track record of building strong trust-based relationships across the business and with stakeholders at all levels, demonstrating diplomacy, tact and understanding of others’ priorities to achieve common goals. * Understanding of privacy by design and default and how this translates into processes and procedures * Excellent written and verbal communication skills coupled with good influencing, persuasion and engagement skills. * Proven effectiveness working autonomously and on own initiative, with the ability to identify opportunities and proactively shape a portfolio of work that adds value to the organisation * Experience of working across an organisation that has a varied remit; dealing with stakeholders and customers from different sectors   *Desirable:*   * A relevant professional qualification in data protection or equivalent experience in a data protection or privacy role. * Experience or knowledge of contract lifecycle management in particular evaluating tenders for Data Protection compliance | |

Data Protection Officer

**JOB DESCRIPTION**

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| **Job title** | Data Protection Officer | | |
| **Department** | Programme Management Office | | |
| **Reports to** | Operations Director | | |
| **Band** | G | **Salary** |  |
| **Job purpose** | | | |
| As a government department that processes and deals with personal data The National Archives has a duty under the General Data Protection Regulations (GDPR) to appoint a data protection officer (DPO).  The primary role of the DPO is to oversee compliance with the applicable data protection rules and legislation for all the processing of personal data of TNA's staff, customers, providers or any other individuals including that of living people in TNA's archival holdings. Ensuring that the rights of data subjects are upheld and that data subjects exercising their rights are dealt with correctly and to agreed deadlines.  The DPO is independent, is an expert in data protection, is focused on accountability, and reports directly to the Operations Director and Senior Information Risk Owner (SIRO).  The DPO provides advice and expertise regarding Data Protection Impact Assessments (DPIAs) and acts as a contact point for data subjects and the Information Commissioners Office (ICO).  When performing their tasks, has DPO has due regard to the risks associated with processing operations across TNA, and takes into account the nature, scope, context and purposes of data processing. | | | |
| **Role and responsibilities** | | | |
| The Data Protection Officer (DPO) will:  Internal   * Act as The National Archives DPO, taking ownership of all aspects of TNA's personal data, utilising professional qualifications and experience to advise the organisation on all aspects of data protection legislation. * Define the advice and guidance provided to senior management and colleagues on the processing of personal data for business purposes, supplying expert guidance in occasionally challenging circumstances, communicating the risks and costs to TNA in compliance. In particular to advise on increased appetite for' customer engagement, and the monetisation of archival holdings and the need to use personal data in a compliant manner. * Determine the legal basis for processing personal data, in particular deciding whether an activity falls within TNA public task as defined by GDPR, and assist operational staff in securing agreement on this with external stakeholders and suppliers. * Negotiate at a senior level with partners such as academic and commercial suppliers to reach mutually acceptable and compliant processing agreements. * Lead the monitoring of TNA's compliance with the GDPR and other data protection laws, data protection policies, by providing regular awareness-raising, training, and audits. * Provide expertise on how data protection interfaces with other legislation, including PRA, FOI/EIR, Human Rights, and the Re-use Regulations and with policies such as data security. * Lead the periodic review and development of the Subject Access policy to ensure compliance with GDPR. * Advise CEE and FOI centre on Subject Access Requests, and respond to corporate SARs, monitoring and reporting to senior management on the effectiveness of the measures in place. * Advise the Digital Director on the risks of ingesting born digital unstructured records, and the risks of automated sensitivity review tools making a wrong decision about living people. Keep up to date on developments in this key area of technological change. * Manage and mentor (but not line manage) Band F Deputy DPO, ensuring they have up to date DP and business knowledge in order to provide absence cover, and, if necessary, negotiating priorities with DDPO line manager. * Risk manage the many demands of GDPR; deciding where to concentrate DPO's and TNA staff's limited resources in a manner that aims to keep TNA compliant. This includes managing the risk that loss of expertise could lead to misleading advice, being issued, or that actions contrary to TNA policy and procedures are taken, and devising mitigating strategies to deal with this. * As subject matter expert, lead the work to raise the profile of data protection compliance across TNA influencing those staff responsible for managing services and projects that involve the processing of personal data   External   * Develop and maintain appropriate relationships with the Information Commissioner's Office in relation to issues about processing, and providing information as requested on TNA compliance. * Notification to the ICO of the processing of personal data by The National Archives and Queen's Printer for Scotland * Lead the response to any TNA data breach, advising senior management and working with the business to address identified issues and if appropriate, report the incident to the ICO, locating and providing all relevant facts * Advise on Digitisation Proposals, acquire knowledge of potential suppliers, and compliance implications of online technicalities and behaviours * Act as TNA expert on DCMS ALB GDPR group and lead on cross-government and other external liaison on policy development with ICO DCMS, and ensure archives are considered * Be a source of expert advice for TNA's involvement in the Transforming Government Security Programme – acting as the TNA lead for the Security Cluster Unit Data Offshoring service * Be aware of the limits of remit as TNA's DPO in providing official DP advice only to TNA, managing expectations of external bodies   Development   * Lead the periodic review, development and monitoring of the organisation's Data Protection Policies and Procedures. Contribute to other polices that involve personal data. * Develop own understanding of legal, policy, and technical changes that may impact on TNA's ability to remain compliant whilst fulfilling its BAU and strategic requirements, and communicate accordingly. * Develop and provide appropriate internal training, including corporate induction | | | |
| **Person specification** | | | |
| **Essential:**   * Data Protection Qualification and demonstrable knowledge and experience of practically applying data protection legislation principles in a complex and   developing organisation   * Excellent interpersonal skills with an ability build relationships and respect at senior levels with a wide variety of stakeholders, internally and externally, supporting, but also challenging management * Ability to interpret complex legislation and policy and explain to non-specialists * Proven judgment of when to operate on own authority and when escalation is appropriate * Demonstrable powers of analysis, sound legal judgement and expertise in identifying key issues,-assessing and managing risk within a corporate context.   **Desirable:**   * Strong drafting and communications skills, able to produce high quality reports and presentations * Understanding of government appraisal, selection and sensitivity review processes * Experience of dealing with legal professionals * Experience of dealing with Big Data * Knowledge of Academic and Family History Sectors | | | |

Head of Information Rights

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| Head of Information Rights |  |  |  |
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| Job Description |  |  | |

**Department** Public Access and Government Services

**Reports to** Director for Public Records Access & Government Services

**Line manages** Head of FOI Centre; Copyright Manager; Data Protection Officer; MOD: Access Service Manager

**Band** Band H

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| **Job Purpose** |
| The National Archives is an information-rich organisation proudly safeguarding over 1,000 years of history and you will ensure that whilst we maintain our focus on access, we operate with assiduous regard to the increasingly complex information rights policy landscape and legislative context.  Reporting directly to the Director for Public Records Access & Government Services, as the Head of Information Rights you will be The National Archives’ senior representative on its compliance with Freedom of Information, Data Protection, copyright and re-use, providing key advice to the Chief Executive and Keeper of Public Records, his Executive Team, The National Archives’ Board and the organisation as a whole.  The National Archives is staffed by some of the most knowledgeable, committed and friendly people you’re ever likely to work with and, as an active member of our Senior Leadership Team, you will also be instrumental in helping us to realise our new strategic vision: Archives for Everyone 2019-23.  This is an entirely new role and you will have the opportunity and autonomy to shape it. |

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| **Role and Responsibilities** |
| * Provide visible, strategic and operational leadership across 3 areas of the Public Access & Government Services Directorate, namely: the Freedom of Information Centre; Data Protection; and a small Copyright & Database Rights Management Team * Champion The National Archives’ information rights obligations in all areas and at all levels of the business * Identify, develop and nurture diverse talent * Ensure that your teams have the required capability, skills, customer focus and corporate awareness to successfully deliver the directorate’s objectives * Lead, develop and maintain appropriate resources and strategic support for the Freedom of Information Centre * Ensure that the directorate makes the best possible use of information and business intelligence to identify where and how to target our expertise and to develop new, efficient and effective models of service delivery * Work closely with The National Archives’ Head of Policy to formulate advice and develop solutions to information rights challenges facing the historic public record and the organisation as a whole, including taking legal advice where necessary * Lead and manage a small team of specialist experts in copyright law, Crown copyright, government policy on re-use and open data, and its practical application through the maintenance and development of the UK Government licensing framework and in particular the Open Government License * Support our highly-experienced Data Protection Officer in building and promoting a visible and impactful corporate centre of data protection expertise * With a high degree of autonomy, represent The National Archives at senior levels in strategic information rights fora across government, the academic research community and internationally as required * Alongside colleagues on the Senior Leadership Team, lead to deliver the substance and spirit of Archives for Everyone right across The National Archives |

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| **Working Conditions** |
| * Normal office environment * Display Screen Equipment user |

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| **Person Specification** |
| Essential criteria:   * Considerable professional expertise and credibility in at least two of the following core areas: freedom of information; GDPR and the Data Protection Act 2018; and copyright, plus substantial understanding of how they intersect * Extensive experience of successfully navigating complex legal, policy, strategic and tactical challenges and keeping a cool head when under pressure * A confidence-inspiring and impactful leadership style with the ability and energy to empower and motivate others; a strong appetite for self-development and learning; and a passion for identifying and nurturing talent in others * A sound understanding of the evolving information rights policy landscape across government and the accompanying legislative context * Well-developed political awareness coupled with resilience, personal integrity and the demonstrable capability to take difficult decisions * Proven ability to effectively identify and mitigate strategic, operational and compliance risks with clarity of thought and sound judgement * Strategic focus coupled with the ability to deliver targeted, high quality and efficient services at pace with evidence of developing and leading successful multi-disciplinary teams of experts * Exceptional networking, influencing and negotiation skills; in particular, a strong track record of building productive and sustained relationships with a diverse range of senior stakeholders, for example members of the Senior Civil Service and the Information Commissioner’s Office   Desirable criteria:   * A professional qualification in information rights * Knowledge and understanding of the Historical Records provisions of Part VI of the Freedom of Information Act * An understanding of how the machinery of government and Parliament works * Public sector experience, or a strong understanding of the dynamics and differences of leading and working in the public sector * An understanding of the strategic, policy and statutory context for The National Archives’ work * Experience of budgetary management |

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| **Other Requirements** |
| * A combination of onsite and home working is available and applicants should be able to regularly travel to our Kew site. |

*We are an equal opportunities employer welcoming applications from all sections of the community and from people of diverse ages, experience and backgrounds, including people with disabilities. We are keen to explore the widest possible pool of talent for all our roles.*