



## Job Description template

<p><b>Further guidance (on Source) is available to assist you in completing the job description, where you will also find an example template. The job description should be clear in terms of how it meets the key behaviours of the TfL story which include; how the job holder will be accountable; getting the right things done and working with other people to do it. Also see the guidance on Source for more information on this aspect.</b></p>	
<b>Job Title</b>	FOI Case Officer
<b>Reporting to</b>	Information Access Manager
<b>Hay score / Pay band</b>	240 Band 2
<p><b>Role Scope</b></p> <p>Why the job is there (its overall purpose) – <i>what</i> it's responsible for (from TfL's perspective).</p> <p><i>How</i> the job holder needs to carry out this role, e.g. through demonstrating the behaviours ('be accountable', 'get the right things done efficiently' and 'work with others to do it, directly, fairly and consistently').</p>	<p>The Job Holder's primary purpose is to log, process and answer complex information access requests received by Transport for London (TfL) which are subject to the requirements of the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIRs).</p> <p>The role spans every business unit of TfL and each of its subsidiary companies and the Job Holder will be required to: present a professional and courteous impression of the Information Governance team (to the business and to applicants); promote compliance with relevant policies and best practice; support the business in developing a culture of good information management and be accountable for the efficient and effective preparation of replies to FOI and EIR requests in accordance with the agreed process.</p>
<p><b>Key Accountabilities</b></p> <p>The size of the role will be determined by a maximum of 8 key accountabilities, these being the most important to the job. Any more than 8 will not make a difference to the size of the role. They should be one sentence statements that define the end results required of the role, including any key decisions, and any key financial accountabilities.</p>	<ol style="list-style-type: none"> <li>1. Manage a caseload of complex information access requests (likely to include up to 50 open cases at any one time) and draft and issues responses to these requests, incorporating relevant contributions received from the business, which are fully compliant with the requirements of the FOIA and EIRs, ensuring that internal processes are followed and statutory deadlines are met</li> <li>2. Identify those information access requests which fall within the scope of the FOIA and EIRs, explain the associated statutory requirements to applicable areas of the business and obtain appropriate input and material from the business in order to prepare a response</li> <li>3. Liaise with applicants to help clarify their request(s) and to provide appropriate advice and assistance as required by the FOIA and EIRs</li> <li>4. Carry out relevant administrative tasks which support the efficient processing of information access requests (eg logging and acknowledging new requests; creating and maintaining case files and tracking notes; etc)</li> <li>5. Liaise with key internal and external stakeholders to make them aware of particularly sensitive requests and where appropriate, obtain their views on the potential impact of the disclosure of associated information</li> <li>6. Identify weaknesses in the current arrangements for managing and resolving information access requests and report these to appropriate</li> </ol>

This role profile takes account of the primary factors but recognises there may be a number of items required to fulfil the role, but which are not required to be detailed

	colleagues within the Information Governance Team
<b>Key interfaces</b>  Describe key contacts and stakeholders (internal and external) <b>critical</b> to the successful achievement of the accountabilities. Including identifying how the job holder works with other people to achieve accountabilities directly, fairly and consistently.	Internal: Colleagues from within the Information Governance team; colleagues up to Director level responsible for information which has been requested under the FOI Act or the EIRs; contributors in business areas responsible for the co-ordination of input into FOI or EIR replies; Press Office and MDs' offices to seek clearance for draft replies  External: Members of the public and stakeholders (media, elected representatives, TU ) making FOI and EIR requests, FOI case officers in the GLA, MPS and Boroughs
<b>Knowledge</b> the knowledge required to adequately fulfil duties of the role.	<ol style="list-style-type: none"> <li>1. TfL's organisational and functional structure, including its various modes and subsidiaries</li> <li>2. Relevant legislation such as the FOIA and EIRs</li> <li>3. The principles of good information management</li> <li>4. Information and records management issues</li> </ol>
<b>Skills</b> practical skills that are required to do the role.	<ol style="list-style-type: none"> <li>1. Excellent verbal and written communication skills, including the ability to draft accurate, concise and well structured correspondence in high volumes</li> <li>2. The ability to collate, interpret and present information in a coherent and meaningful way</li> <li>3. The ability to analyse an information access request and identify potential sources of relevant electronic and hard copy information</li> <li>4. The ability to explain the requirements of policies and procedures to colleagues at all levels (up to and including Directors)</li> <li>5. Good numeracy skills, including the ability to analyse and interpret statistical/financial data</li> <li>6. Excellent administrative and IT skills.</li> </ol>
<b>Experience</b> describing the work experience ( <b>not year's</b> ) required to be able to fulfil the duties of the role.	<ol style="list-style-type: none"> <li>1. Using Adobe Acrobat and Outlook; Word; Excel; Internet Explorer</li> <li>2. Liaising with a diverse range of internal and external stakeholders</li> <li>3. Processing requests for information and undertaking associated administrative tasks within a customer services or information governance environment</li> <li>4. Working within a team and building positive relationships and team dynamics</li> <li>5. Setting and adjusting multiple priorities in a dynamic environment with minimal supervision.</li> </ol>
<b>HEALTH &amp; SAFETY STATEMENT</b> All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions. All employees must understand and be committed to Transport for London's Health and Safety Policy statement and the Company's safety priorities and be aware of their contribution to such priorities. All employees must also be aware of and comply with all current health and safety legislation and other	

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Company requirements that are relevant to their role.

**Note:** Accountable and specialist safety related roles will require an additional detailed statement.

**EQUALITY STATEMENT** Transport for London values the diversity which exists in our city, and our aspiration is to reflect this diversity in our workforce. All employees must be aware of and committed to the Equality Policy Statement of Transport for London. All employees must also be aware of and comply with other Company requirements associated with Equality and Diversity issues relevant to their role.

**Note:** Accountable and specialist E&I roles will require an additional detailed statement

**CRIME and DISORDER STATEMENT** It is a statutory requirement for all departments in TfL to follow Section 17 of the Crime and Disorder Act 1998. Section 17 requires authorities to consider the likely affect on crime and disorder and community safety in all that they do, and take action to prevent crime and disorder, substance misuse, anti-social behaviour and behaviour that adversely affects the environment. TfL has voluntarily been committed to following Section 17 since 2006, but we must all make sure that it is considered in decision making, policies and procedures in the same way that equality and health and safety are.

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