

## **SEFTON METROPOLITAN BOROUGH COUNCIL**

### **JOB DESCRIPTION**

**Directorate:** Corporate Resources and Customer Services

**Location:** Hybrid – home and office (Magdalen House)

**Section:** Policy and Compliance

**Position:** POSN420390

**Post:** Assistant Access to Files Officer

**Grade:** Grade F (SCP 12 – 19) JE Ref: A4185

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**Responsible to:** Policy and Compliance Service Manager (Data Protection Officer)

**Responsible for:** N/A

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#### **JOB PURPOSE:**

- To provide access to records for service users, former service users and any other disclosures requested by partner agencies who have requested access to personal data under the UK GDPR/ Data Protection Act.
  - To facilitate and support the service users in accessing their records.
  - Process subject access requests within the timescales and principles of the UK GDPR/Data Protection Act.
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#### **MAIN DUTIES AND RESPONSIBILITIES**

1. To act as a contact and consultancy point for all internal or external enquiries about access to Departmental personal paper and electronic files.
2. To ensure that appropriate records are kept of all stages in all the access process.
3. To ensure that where there are legal implications in the access request that relevant managers are alerted.
4. To arrange file collection and return and allocation of work.
5. To work in accordance with Sefton's Access to Records Procedure, UK GDPR, Data Protection Act 2018 and Sefton's guidance/policy with respect to data security.

6. To negotiate with the data subjects/applicants prior to preparing their records, in terms of what information they require.
7. To ensure that all relevant third party consents and identification information are received before disclosing information.
8. To liaise with allocated officer to carry out risks assessments, to identify possible risk to client and staff, when facilitating client's access to their file.
9. Where there is uncertainty about what information can be shared to seek advice from line manager, and Information Commissioner's Office.
10. To seek legal advice when required and alert line manager and Council's Insurers to possible complaints/compensation claims.
11. To record any historical abuse allegations and refer to line manager
12. To offer advice, guidance and training to other staff in the Directorate about how to provide access to current service users, including young people who are looked after.
13. To consult with service users regarding their satisfaction.
14. To produce performance statistics and monitoring information as required.
15. To undertake any other duties, as directed, from time to time, to meet the exigencies of the service.

### **SPECIAL CONDITIONS (if applicable)**

This Post is eligible for Casual Car User allowance.

### **CONFIDENTIALITY**

Given that confidential information is involved, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation relating to data protection and personal information.

### **GENERAL**

This job description is a representative document; other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

**Date:** February 2026

**Prepared by:** Catherine Larkin

**Designation:** Policy and Compliance Service Manager (DPO)

**SEFTON METROPOLITAN BOROUGH COUNCIL**  
Policy and Compliance Service  
Corporate Resources and Customer Services

**PERSON SPECIFICATION**  
**Assistant Access to Files Officer**

<b><u>PERSONAL ATTRIBUTES REQUIRED</u></b> (on the basis of job outline)	<b>Essential E Or Desirable D</b>
<b><u>QUALIFICATIONS</u></b>  1. Social Work or NVQ Social Care Qualification. 2. Counselling qualification. 3. Information management qualification (ISEB certificate or equivalent).	  D D D
<b><u>EXPERIENCE</u></b>  1. Relevant experience in a social care setting as a practitioner or administrator. 2. Ability to communicate effectively and sensitively with people who may at times be distressed.  2. Experience of co-ordinating and maintaining accurate records. 3. Preparing and presenting performance reports. 4. Experience in dealing with access to files work.	  E E  E D D
<b><u>SKILLS</u></b>  1. Excellent organisational and problem solving skills. 2. Excellent communication skills (both written and oral). 3. Good IT skills in relation to database and Word processing. 4. Ability to prioritise work demands to meet deadlines. 5. Understanding of the UK GDPR and Data Protection Act 2018; and confidentiality considerations in disclosing personal information. 6. Understanding of the emotional impact on service users of accessing their records.	  E E E  E E E