

Role Title	SAR Administrator
Job Family	Complaints
Competency Level	All Colleagues
Pay Range / Scale	SO1
Purpose The SARs Administrator is a specialist Information Governance role responsible for managing and responding to Subject Access Requests (SARs) and other statutory information rights requests under the UK GDPR, Data Protection Act 2018, Environmental Information Regulations (EIR), and associated legislation. The postholder manages requests from receipt to disclosure, including identity verification, information retrieval, detailed review, redaction, application of exemptions, and lawful release of information within statutory deadlines. The role plays a critical part in safeguarding personal data, maintaining organisational compliance, and ensuring individuals receive clear, accurate, and timely access to their information. The role involves handling complex, high-risk and sensitive cases, particularly within Children's Social Care, requiring professional judgement, independence, and close working with internal services and external partners.	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.

Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/Outcomes
Case Handling and Workflow Management - Log, acknowledge, and triage all incoming SARs and information rights requests via iCasework and team inboxes. - Accurately categorise, allocate, and track requests across council services. - Monitor case progress daily, identify risks to statutory deadlines, and escalate concerns where required.	- Requests are accurately processed, allocated, and tracked within statutory timescales. - Risk of overdue cases is minimised through proactive case management. - Efficient workflows support statutory performance targets.

Children's Social Care SAR Management - Process Children's Social Care SARs from initiation to completion as personal case ownership. - Undertake system searches (e.g. Mosaic) and retrieve electronic and archived paper records (e.g. Iron Mountain). - Request additional identifying or consent documentation where required. - Organise and review large volumes of records (often 500–10,000+ documents per request). - Arrange secure disclosure, including hard-copy production and customer collection where necessary.	- Complex, sensitive SARs are managed lawfully, thoroughly, and defensibly. - Complete and relevant records are disclosed appropriately. - High-risk disclosures are delivered accurately and securely.
Identity Verification and Compliance - Verify identity, consent, and legal authority prior to disclosure. - Liaise with requesters to obtain missing or clarification information.	- All disclosures are legally authorised and compliant. - Risk of unlawful disclosure or data breaches is minimised. - Clear audit trails support regulatory compliance.
Redaction and Information Governance - Independently redact sensitive, special category, and third-party data using approved systems (e.g. Nalytics). - Apply professional judgement and lawful exemptions in line with GDPR, DPA 2018, and ICO guidance. - Obtain service-area approvals where required prior to disclosure.	- Sensitive information is protected through accurate, consistent redaction. - Lawful and proportionate disclosures are achieved. - Organisational risk of regulatory enforcement is reduced.
Corporate and Multi-Service SAR Coordination - Manage complex council-wide SARs involving multiple services. - Issue clear instructions and deadlines to service areas. - Monitor, chase, collate, and quality-check responses. - Issue extensions where required and provide a single consolidated disclosure.	- Multi-service SARs are delivered accurately and on time. - Customers receive clear, unified responses. - Improved accountability across services.

Multi-Agency and Police Requests - Manage lawful information sharing with external agencies including police, HMRC, health bodies, legal representatives, and other local authorities. - Handle sensitive safeguarding, criminal, and social care disclosures appropriately.	- Information is shared lawfully and securely. - External investigations are supported without breaching data protection. - Strong inter-agency working relationships are maintained.
Customer Communication and Service Delivery - Act as a key point of contact for requesters throughout the SAR lifecycle. - Provide clear, professional, and empathetic communication, including in complex or emotive circumstances. - Manage chasers, re-issues, updates, and secure delivery arrangements.	- Customers receive timely, accurate updates. - Reduced complaints and escalations. - Improved public confidence and satisfaction.
Performance, Data Quality, and Reporting - Maintain accurate case records and comprehensive audit trails. - Support performance monitoring, dashboards, and reporting. - Identify trends, risks, and service pressures.	- SAR data is accurate, auditable, and reliable. - Leaders receive robust information for governance and decision-making. - Statutory compliance is demonstrable.
Internal Reviews, Complaints, and Ombudsman Support - Provide case records and evidence for complaints, internal reviews, and regulatory investigations. - Support the GDPR team with review and escalation processes.	- Reviews are supported with complete, defensible evidence. - Reduced regulatory and reputational risk.
Teamwork, Resilience, and Continuous Improvement - Work collaboratively to maintain service resilience during high demand or staff absence. - Review and update templates, guidance, and processes. - Support organisational learning and improved SAR handling practice.	- Consistent and resilient service delivery. - Improved efficiency and staff confidence across the organisation. - Continuous improvement embedded within Information Governance services.

Nature of Contacts
Key contacts are internal and external customers/stakeholders Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed. Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context
Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Usually works within laid down procedures but needs to deal with day-today problems without always referring to others. Decisions will be made based on Council and legislative policies and procedures Responsible for meeting performance standards within a policy framework and regulatory guidelines. Occasionally the post will be expected to work from other locations
Key Facts and Figures
None

Resourcing
Budget Responsibilities: None
Supervisory Responsibilities: None
Knowledge, Skills and Experience
Strong knowledge of GDPR, Data Protection Act 2018, ICO guidance, and information governance principles. Experience of managing SARs, including complex and sensitive cases. Excellent written and verbal communication skills. High attention to detail and strong analytical skills. Ability to manage high workloads and meet statutory deadlines. Experience using case management systems (preferably iCasework), Mosaic, MS Office, and Teams.

Indicative Qualifications Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent. Relevant professional qualification
The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.