



**INFORMATION COMMISSIONER'S OFFICE
Cayman Islands**

JOB DESCRIPTION

JOB TITLE: Intake Analyst
JOB HOLDER: Sonji Myles
REPORTS TO: Deputy Information Commissioner

JOB PURPOSE

The Intake Analyst receives and processes all appeals filed to the ICO and reviews all correspondence relating to appeals, establishes jurisdiction, frames the issues under review and prepares all necessary correspondence to open the file. The Intake Analyst also is responsible for assisting the Appeals and Policy Analyst with mediating and resolving routine and non-systemic access to information appeals and providing procedural advice to public authorities with respect to their obligations under the Act as well as advising the public on their access rights.

DIMENSIONS

The overall purpose of the Information Commissioner's Office (ICO) is to act as a quasi-judicial appellate body, monitoring and enforcing compliance with the Freedom of Information Law (2007) and associated regulations. The ICO is an independent office of the Legislature with a broad mandate to protect and promote access to information within the Cayman Islands. The ICO mediates access disputes between individuals and public authorities, rules on appeals, monitors public authority compliance with the FOI Law, reports on matters affecting information rights and informs the public about the law. It provides education, training and outreach programs to achieve these objectives. It is anticipated that there will be an average of 10 appeals received per month.

PRINCIPAL ACCOUNTABILITIES:

Manage all aspects of the Intake Function (60%)

- Provides comprehensive front line intake services to individuals, public authorities and the general public by receiving and processing all incoming appeals under the FOI Law;
- Reviews all appeals filed with the Information Commissioners Office to determine whether the ICO has jurisdiction to review the matter and refers the matter where appropriate to other authorities for resolution;
- Ensures that all documentation required to accept an appeal has been received;
- Interviews applicants by telephone or in person, reviews documentation provided in order to make an appropriate decision as to whether or not an appeal is jurisdictional or non—jurisdictional, and in all cases, advises the applicant of the course of action available to him or her;
- Maintains accurate written and/or electronic records of all enquiries and appeals, ensuring the file documentation is recorded on a timely basis and in accordance with internal intake policies and procedures;
- Assists individuals in filing appeals by outlining the provisions of the FOI law, explaining the processes and roles of the public authority and the Information Commissioner's Office;
- Monitors the content of files to identify trends and patterns in appeals and recommends areas for remedial attention, training, policy or public awareness;
- Conducts research to gather data relating to similar case situations, and deciphers information that may be relevant to an issue being investigated.
- Analyzes, interprets and applies the relevant Laws.
- Ensures that the ICO case management tracking system is maintained and up to date and works with IT support staff to resolve technical issues and implement system improvements;
- Produces statistical reports, graphs, charts and other electronic reports on a regular and ad hoc basis including for inclusion in the Annual Report;
- Establishes and maintains good working relationships with the Information Managers and other key stakeholders;
- Assists in the coordination and delivery of conferences and special events as directed.
- Assists with training as directed.

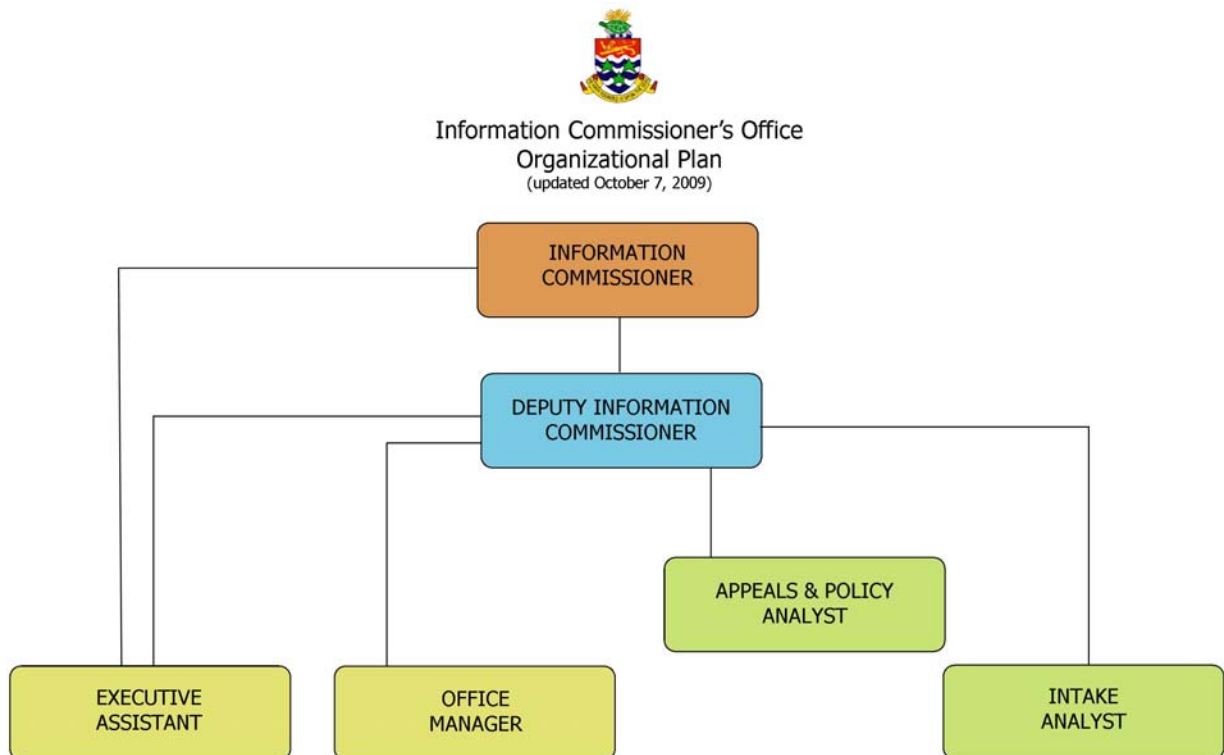
Manages the IC website (15%)

- Oversees the posting of all new/revised IC web information;
- Creates/designs web pages related to specific projects/events;
- Reviews and updates website content on an ongoing basis to ensure information is current.

Manages compliance reporting (25%)

- Liaises with the government FOI unit and other public authorities to ensure they provide statistical reports on their compliance with the Law as requested by the Information Commissioner;
- Works with public authorities and other entities to modify and enhance the reporting forms and processes as required;
- Analyzes the compliance reports and identifies trends or patterns suggesting remedial action is required or matters are improving;
- Makes recommendations for addressing areas of non-compliance.
- Assists in the publication of the compliance reports;
- The post holder will deputise for the Appeals and Policy Analyst at times.

ORGANIZATION CHART



BACKGROUND INFORMATION

The Government is committed to the advancement of greater openness and transparency and the benefit this brings to good governance and improvements in public policy through greater participation of the public in decision-making. Widespread compliance by public authorities to the Freedom of Information Law,

2007 and The Freedom of Information (General) Regulations, 2008 (The FOI Law) is critical to this end.

KNOWLEDGE, SKILLS AND EXPERIENCE

- Knowledge of FOI strongly preferred;
 - University degree in public administration, political science or other related field;
 - General knowledge of the principles of natural justice and administrative fairness;
 - Paralegal training would be desirable
 - General knowledge of the organization and structure of the Government of the Cayman Islands;
 - Able to demonstrate objectivity, impartiality and possess sound analytical and problem solving skills;
 - Able to be diplomatic and respond appropriately and to communicate effectively in person and in writing with a wide range of audiences;
 - Demonstrated ability to analyze and evaluate information in the context of law and policy;
 - Able to function independently while consulting and sharing information with peers and colleagues;
 - Demonstrated ability to use computer applications to enter information and retrieve data, access information, conduct research and produce a variety of documents and reports; website administration experience an asset;
 - Ability to acquire new knowledge and remain current with new procedures and electronic data system;
 - Ability to manage a large, time-sensitive workload.
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ASSIGNMENT AND PLANNING OF WORK

The Intake Analyst will take instruction and guidance from the Appeals Policy Analyst and the Deputy Information Commissioner. He is expected to work independently in the planning and execution of his daily activities, to quickly identify problems and bring them to the prompt attention of the Deputy Information Commissioner.

DECISION MAKING AUTHORITY AND CONTROLS

In the exercise of the intake function, the Intake Analyst must decide if the ICO has jurisdiction over any request received. This involves applying the FOI Law. The post

holder will provide advice and recommendations to the Deputy Information Commissioner and the Information Commissioner.

PROBLEMS / KEY FEATURES

As this is a new position in a new independent office, the incumbent must have good networking and conflict resolutions skills, and deploy them in an untested environment; they must show a flexible willingness to develop their role within the context of a new office.

WORKING CONDITIONS

Working conditions are normal office environment, but the work is time-sensitive and may require additional time depending on the workload. The incumbent may be subject to hostile and angry clients, both on the phone and in person.

OTHER WORKING RELATIONSHIPS

The Intake Analyst is the primary contact for calls and referrals to the ICO from individuals and public authorities seeking advice and direction regarding their rights and obligations under the Law. The Intake Analyst maintains close relationships with the broader FOI community as well as to the public with respect to their access rights. The Intake Analyst will also maintain a network of contacts in the broader community of Information Commissioners to keep abreast of current trends in the intake function.

AGREED BY:

Sonji Myles

Date:

Jennifer Dilbert

Date: