

Barnet Education and Learning Service



Information Officer

Barnet Education & Learning Service (BELS)

Closing date: 11th October 2026

Contents

Page 3:	Welcome to Barnet Education & Learning Service (BELS)
Page 4:	Letter to applicants
Page 5:	Advert
Page 7:	Job Description
Page 9:	Person Specification
Page 12:	Key Details
Page 13:	Application Process

Welcome to Barnet Education & Learning Service (BELS)

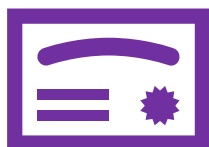
About Us

<https://www.bels.org.uk/>

Barnet Education & Learning Service (BELS) is a local authority owned company responsible for providing Barnet Council's Education & Skills service to Barnet schools and settings.

The BELS Board of Directors has representatives from Barnet Primary Headteachers' Forum, Barnet Secondary Headteachers' Forum and Barent Parent-Carer Forum as well as Senior Leaders from the Council enabling a truly collaborative approach to decision-making and delivery which brings the best outcomes for Barnet's schools, educational settings, colleges, students, and young people. The Board of Directors also includes a BELS Staff Director in addition to our Chief Executive.

Along with statutory services, BELS provides a range of traded services to schools and settings, equipping them with the latest tools, training, and programmes to improve school standards and outcomes.



95% of Barnet schools are good or outstanding and Barnet is now in the top 10% for almost all measures of achievement in schools and the top 5% for many of the measures.

We are proud to play a part in creating resilient communities where pupils are high achieving and engaged by providing schools and settings with everything they need to help pupils reach their goals and achieve outstanding outcomes. We have highly experienced teams who stay abreast of new developments and best practices to empower teachers and governors in a changing world.

Our Values and Behaviours



Contact Officer: Richard Ojera
Department: Business Support &
Communications Team
Telephone: 020 8359 5323

Dear Applicant,

Post: Information Officer

Thank you for the interest you have shown in the above opportunity.

This Information Job Pack gives a full explanation of the role and working for Barnet Education and Learning Service (BELS). We are excited to learn what you can bring to BELS and Barnet's schools and settings. If you are passionate about delivering a high level of service, working in a dynamic and supportive team and making a difference then I encourage you to apply for the post.

If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk quoting job title.

The closing date for applications – 11/10/2026
Date interviews will be held – 16/10/2026

If you would like to discuss this position on an informal basis, please contact me at: richard.ojera@barnet.gov.uk or 020 8359 5323. Or if you would like to talk to someone else in our team please email: jane.elliott@barnet.gov.uk

I look forward to receiving an application from you.

Yours faithfully,

Richard Ojera
Business Support & Communications Manager
Information Governance & Compliance Lead
Barnet Education and Learning Service
2 Bristol Avenue, Colindale, NW9 4EW
Email: Richard.ojera@barnet.gov.uk
Tel: 020 8359 5323

Job Title: Information Officer
Fixed term contract for 2 years
Working days – Wednesday, Thursday and Friday, there may be some flexibility about days
Hours: 18 hours per week (0.5 FTE)
Salary: £40,575 - £43,449 per annum fully inclusive (pro rata)
Actual Salary: £20,287-£21,724
Expected Start date: November 2026

Information Officer

Contract: Part Time (0.5)
Salary Range: SCP 25 – 28 (£40,575 - £43,449)
Actual Salary: £20,287-£21,724
Location: Colindale

We are seeking to recruit an enthusiastic and highly organised Information Officer to join our friendly and professional Business Support team within Barnet Education and Learning Service (BELS).

Applications are welcome from individuals with experience in information governance, customer service, complaints handling, business support, data protection, Freedom of Information (FOI) requests, Subject Access Requests (SARs), or related administrative functions.

The successful applicant will support the delivery of BELS' information governance and compliance functions, assisting with the coordination and administration of complaints, FOIs, SARs, Ombudsman enquiries, member enquiries and other statutory information requests. The role will also contribute to wider business support activities, including performance reporting, data analysis, quality assurance, service improvement initiatives and general administrative support, as required.

This is an exciting opportunity to join our dynamic, friendly and supportive team that are dedicated to providing a high-quality service to schools and settings.

Successful candidates will be joining a creative and highly skilled team that is well-regarded and valued by schools and services across Barnet. You will benefit from a supportive senior leadership team committed to promoting the wellbeing of staff and work-life balance, ongoing training and development.

If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk quoting job title.

For an informal discussion about the post, please contact:

Richard Ojera, Information Governance and Compliance Lead
richard.ojera@barnet.gov.uk
020 8359 5323

Closing date for applications: midnight 11th October 2026

Interview date: 16th October 2026

Barnet Education and Learning Service is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. An enhanced DBS (Disclosure and Barring Service) with barred list check is required for all successful applicants. In addition, if this post is

likely to come under the requirements of the Childcare (Disqualification) 2009 Regulations, the successful applicant will be required to declare.

We are committed to practising in ways that are equitable, anti-racist and culturally responsive and we welcome candidates who share this commitment. We have developed an equity and anti-racism policy which outlines our values and actions in this area including ongoing CPD and offering support to our school community. Recruitment of a diverse workforce that is representative of the community we serve is part of our ongoing commitment and is embedded in this policy and therefore, we welcome applicants who are underrepresented in our profession.

Section A: Specific Role Profile

1. Purpose of Job:

- Support the Information Governance and Compliance Lead in the administration and coordination of complaints, Freedom of Information (FOI) requests, Subject Access Requests (SARs), and other information governance activities across Education & Skills (E&S). Assist in ensuring statutory requests are progressed within required timescales, maintaining accurate records and supporting service areas in the delivery of compliant responses
- Act as a key point of contact for complainants, FOIs and SARs, taking calls, logging requests, maintaining records and taking appropriate administrative action, including preparing and drafting correspondence and responses for review where appropriate
- Assist in the review of records and preparation of information for disclosure, supporting the Information Governance and Compliance Lead in identifying potential redactions and exemptions under relevant legislation
- Support E&S quality assurance function including collating and analysing data, preparing papers and assisting in the auditing of cases as required.
- Provide wider business support assistance across BELS when required, contributing to administrative, operational and service improvement activities commensurate with the grade of the post

2. Key accountabilities/duties/responsibilities:

- Support the implementation of complaints, FOI and SAR processes across E&S and assist the Information Governance and Compliance Lead in maintaining compliance with relevant legislation, policies and procedures.
- Coordinate, monitor and track complaints, Ombudsman requests, compliments, member enquiries, FOIs and SARs to support timely responses and assist managers in meeting statutory and corporate deadlines.
- Maintain performance monitoring systems and reports, identifying overdue actions and escalating concerns to managers and the Information Governance and Compliance Lead where appropriate.
- Support the production of annual and periodic reports on complaints, FOIs, SARs and compliance activity, including gathering data, preparing statistics and contributing to service improvement initiatives.
- Prepare regular management information and performance updates on complaints, Ombudsman requests, compliments, member enquiries, FOIs and SARs to support service oversight and improvement.

- Highlight emerging trends, recurring issues and overdue actions to managers and the Information Governance and Compliance Lead for further review and intervention.
- Manage a varied workload across complaints, FOIs, SARs and compliance activities, prioritising tasks effectively and supporting disclosure reviews and redaction exercises as directed.
- Act as a key operational contact with the Council's Information Management Team, assisting with the collation of information and records relating to DPA requests, enquiries and complaints.
- Maintain clear, accurate and auditable records relating to complaints, FOIs, SARs and information governance activity in accordance with council policies and retention requirements.
- Ensure requests are logged, administered and processed correctly, including undertaking identity verification checks and maintaining appropriate audit trails.
- Maintain an up-to-date understanding of confidentiality, information governance and data protection requirements relevant to the role.
- Follow and support compliance with the Data Protection Act, UK GDPR, Freedom of Information legislation and the Council's Information Management policies and procedures.
- Provide administrative and business support to wider BELS service areas as required, including support for service projects, quality assurance activity, data management, reporting and general business support functions.
- Assist in maintaining compliance registers, performance trackers, action logs and other governance documentation required by the Information Governance and Compliance Lead.
- Undertake other duties commensurate with the grade of the post to support the effective operation of BELS.

3. Financial Responsibilities

No direct budgetary responsibility. Ensure the service delivered operates within a culture of value for money and cost efficiency

4. Leadership and Management

No direct line management.

5. Flexibility

The job holder may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager. This job description is not exhaustive and may change as the post or the needs of the Service develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

6. BELS Commitment to Equality

To deliver BELS commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the workplace and in the services the organisation delivers.

Section B: Person Specification

Post Requirements	Essential/ Desirable	Criteria	Assessed from:
Education	E	Educated to degree level or equivalent experience	A, I and references
Experience relevant To post	E	Knowledge and experience of dealing with Information Management and more specifically data protection, in an education environment is required.	A, I and references
	E	As a minimum, a basic knowledge of Data Protection Act 1998 principles, and the right to access information, preferably with expertise.	A, I and references
	E	Proven competency to handle confidential/sensitive personal information in an appropriate and secure manner	A, I and references
	E	Ability to manage own caseload	A, I
	E	Recognised relevant qualifications in communications/complaints management/customer relations and/or equivalent experience and training in a related business environment.	A, I and references
	E	Evidence of effective delivery in a demanding environment.	A, I
	E	Successful experience and/or knowledge of working within a local authority, or in an equivalent organisation/environment desirable.	A, I and references
	E	Highly responsive with a can-do attitude and flexible working style	A, I
Skills - Planning, organising and controlling skills	E	Proven competency in the use of standard Microsoft Office products such as Word, Excel.	A, I and references
	E	Competent user of record management systems.	A, I
	E	Evidence of ability to communicate potentially complex issues in an effective and clear style.	A, I and references

Post Requirements	Essential/ Desirable	Criteria	Assessed from:
	E	Excellent written and verbal communication skills. Ability to communicate accurately and appropriately with members of the public and senior management.	A, I and references
	E	Ability to work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal.	A, I and references
	E	Ability to work effectively with officers to establish good working relationships.	A, I
Skills - Initiative and Innovation skills	E	Use initiative and take a proactive approach to work. extent to which the problem has been encountered before.	A, I
	E	Ability to manage own workload and to meet statutory and locally set deadlines.	A, I
	E	Proven record of achievement in delivering: - logical and effective decision making - high quality, accurate and timely work	A, I
Key: E = Essential		Key: A = Application Form	
D = Desirable		I = Interview	

Compiled/Reviewed by	Richard Ojera/Jane Elliott
Date	21/09/2026

Key Details

Reporting to: Richard Ojera

Contract: Fixed Term 2-year contract (AYR)

Hours: Part Time 18 hours (0.5 FTE)

Salary Range: Pro-rata SCP 25 – 28 (£40,575 - £43,449)

Actual Salary: £20,287-£21,724

Expected Start date: November 2026

Location: Colindale

Annual Leave

You are entitled to 31 days of annual leave per annum plus the Bank Holidays in the year (this is normally between 7 -10 days). The entitlement would be pro-rated for part timers.

Flexible and Hybrid Working

This is a part-time post.

BELS is committed to work-life balance. The options may include hybrid working, flexible working, job share and part-time working

Voluntary Pension Scheme

Staff joining BELS can choose to contribute to a Pension Scheme and will become members of AVIVA – the Pension provider for BELS. Staff can contribute either 4.5% or 7% of their salary into the Scheme and BELS will match this. BELS is a private company of Barnet Council which has its own legal entity and terms and conditions which are different from Barnet's.

Other benefits

You will have access to a range of lifestyle discounts from major retailers, supermarkets, energy suppliers and more. You will also enjoy a range of payroll benefits including cycle to work, eye care vouchers, travel and gym membership.

Employees have access to well- being training programs including confidential employee assistance and an occupational health service.

Please note:

“BELS, as a Local Authority Controlled Company, is deemed by the Council to be an associate employer of Barnet Council and is therefore covered under the Modification Order. This means that any continuous service you currently have (within another local government service, or a school or any organisation signed up to the Modification Order) will be transferred with you into BELS”

It is a standard practice that prospective employees are offered the starting point of the pay scale and expect that staff would progress through the spine points on an annual basis. However, if there is a strong case to pay above the minimum of the scale, the Senior Management Team would consider the case.

Application Process

Closing date for applications: 11/10/2026

Interviews will be held on: 16/10/2026

Completing Application Forms

To apply for this post, you must complete an online **application form** available within the job posting under [Recruitment | Barnet Education & Learning Service | London \(bels.org.uk\)](https://bels.org.uk/Recruitment/Barnet-Education-Learning-Service-London).

Particular attention should be given to the Supporting Information section within the application form. Shortlisting is based on the candidate's ability to meet the selection criteria within the person specification. Therefore, it is essential that you outline clear examples and evidence of how you meet the requirements of the person specification. Examples and evidence should also relate back to the duties/accountabilities contained in the job description.

Reply Details

Your application form must reach us by closing date. Applications received after this date will not be considered.

If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk quoting job title.

It is important that you complete ALL sections of the application form.

Next Steps

If you are selected for interview, we will contact you by email and/or text message.