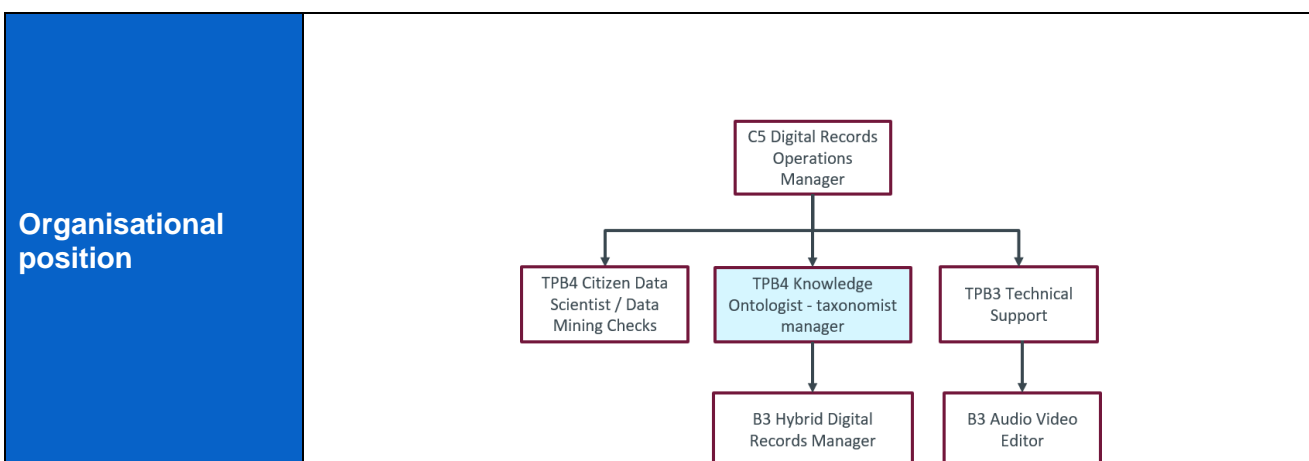




## Role Profile

<b>Role Title</b>	Knowledge Ontologist-Taxonomist Manager
<b>Business group and team</b>	Sensitivity Review Service, Digital & Innovations Office
<b>Job Purpose Overview</b>	<p>The Sensitivity Review Service team is responsible for the sensitivity review of FCDO records to determine whether records should be released or withheld under Freedom of Information Act (FOIA) and Public Record Act (PRA) exemptions.</p> <p>The Service is delivered as a managed service by FCDO Services, within Global Digital Technology. In September 2018 FCDO Services extended the paper-based sensitivity review service with the end-to-end processing, sensitivity review and transfer to The National Archives of digital-born records.</p> <p>This role is required to support the new digital service with semi-automated identification of potentially sensitive words and phrases within the digital record set being reviewed by compiling and maintaining taxonomies of potentially sensitive words and phrases. It is a key role enabling the digital sensitivity review process to become ever more efficient and ensure the service has the capacity to deal with the increasing number and complexity of digital records requiring sensitivity review.</p> <p>You will use your analytical and ontology skills to establish and maintain an effective taxonomy for the record sets in scope for review ensuring they are appropriate for record sets from customers across government as well as the FCDO. You will need excellent communication skills to explain and demonstrate this new approach to a range of key stakeholders, including senior customer representatives.</p> <p>You will need excellent interpersonal skills to liaise with Sensitivity Reviewers, the Senior Sensitivity Reviewer, the FCDO's Archive Management team, third party collaboration partners and a broad range of other internal and external stakeholders across wider government to ensure successful service delivery.</p> <p>As this is a new role there will be an opportunity to shape the role as it matures. You will also need resilience and adaptability to overcome and deal with challenges as these arise.</p> <p>The role is based at Hanslope Park. Some travel to London may be required for visits to The National Archive and other stakeholders.</p>



<b>Date Updated</b>	13 Nov 2020		<b>Updated By</b>	JG	
<b>Current / Applied Grade</b>	TPB4	<b>Job evaluation date</b>	10 Nov 2020	<b>Confirmed grade</b>	TPB4

## JOB RESPONSIBILITIES

*Main responsibilities, focusing on the required outputs:*

### Managing a Quality Service

- You are responsible for a critical role in the Digital Sensitivity Review team and at the heart of Sensitivity Review efficiency creation. Your work with DSR Project development team is critical in making correct operational policy decisions for the improvement of context-dependent sensitivity identification – a key requirement for our Intelligent Automation.
- You are responsible for understanding the consequences of incorrect risk management and the mitigation of risk by identifying and dealing with potential sensitivities;
- You will lead on the support and preparation of training and awareness of the ontology and taxonomy management of the sensitivities for the digital sensitivity review service to sensitivity review staff, IT services and other section support staff;
- You are required to establish and maintain a close professional relationship with the Senior Sensitivity Reviewer who is a key stakeholder and the final arbiter of contextual sensitivities. Sound judgement and interpretive ability is a critical skill requirement for this role;
- Responsible for the management and creation of business relevant metrics such as predicted sensitivity reporting, for the digital service and presenting these metrics to influence and inform line management and key decision makers at monthly customer service meetings and other service reporting requirements;
- Be part of the “advance party” to engage with other Government departments to ascertain their needs to establish if opportunities exist for exploitation and/or mutual exchanges of sensitivities, in particular where such departments wish to only exchange information on a department to department basis;
- Support the process of marketing to, and engaging with, other Government departments including support to the preparation of proposals for technical and business process support services with particular regard as to how automated identification of potential sensitivities could be supported;

### Technical Skills

- Responsible for the process of managing the creation and maintenance of a taxonomy of sensitive key words and phrases in order to make operational policy decisions for sensitivity identification improvements;
- You will be responsible for this discrete area of work within Sensitivity Review;
- You will work with other members of the Digital Sensitivity Review team to identify the best solution among all possible to solve the existing business problems;

- You will be familiar with the use and application of machine learning techniques and technologies;
- You will be familiar with data analytics environments such as PowerBI or Tableau;
- You will be able to perform ad-hoc analysis and communicate the results using written and presentational results.
- Develop and document requirements including supporting verification and functional testing of systems and solutions using standard classifier metrics of F1, F2 precision and recall.

#### Working Together

- Establish relationships with a range of customers, stakeholders and third party technology suppliers to support delivery of business outcomes;
- Encourage collaborative team working within own team and across the business;
- Work with the Head of Digital Sensitivity Review and project team members to set priorities, create clear plans and manage all work to meet the needs of the customer and the business;
- Work with others to share your sound analytical skills and good judgement to inform department decisions when providing opinions or advice to others relating to sensitivity management;
- You will use your high degree of technical expertise and knowledge to maintain a strong and mutually beneficial collaboration with a third party supplier through successful coordination and cooperation in line with ISO 44001 standards;
- Invest time to generate a genuine team spirit with all department staff and the third party collaboration team.

#### Changing and Improving

- In addition to the taxonomy responsibility, you are also required to regularly review digital procedures with the development team and H/DSR to identify improvements and simplify processes and decision making where possible;
- You will actively encourage ideas from a wide range of sources and stakeholders and use these to inform your own thinking;
- Be willing to meet the challenges of difficult or complex changes, encouraging and supporting others across our team to do the same;
- Embrace change and the digital sensitivity review challenge through all stages of the Initial Operating Capability and eventual Full Operating Capability;

#### Seeing the Big Picture

- Be alert to emerging issues and trends which might impact your own and the team's work;
- Seek to understand how the services, activities and strategies in our area work together to create value for all of our customers.

#### Making Effective Decisions

- You will prioritise your own work to ensure that you meet day o day operational demands;
- Identify and maintain a broad range of relevant and credible information sources and recognise the need to collect new data when necessary from internal and external sources;
- Recognise patterns and trends in a wide range of evidence/ data and draw key conclusions, outlining costs, benefits, risks and potential responses;
- Ensure all government and public data and information is treated with care in accordance with security procedures and protocols.

#### Communicating and Influencing

- You will need to provide complex information, negotiate changes, secure agreement to proposed actions and provide advice to both the Senior Sensitivity Reviewer and other reviewers to ensure their needs are addressed when designing and delivering ways to highlight potential sensitivities to reviewers;
- You will ensure that you seek advice from others when required and understand the limit of your own identification of contextual sensitivities;

- Communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact;
- Promote the work of the organisation and play an active part in supporting of our values and culture.

#### Developing Self and Others

- Identify and address team or individual capability requirements and gaps to deliver current and future work;
- Value and respond to different personal needs in the team using these to develop others and promote inclusiveness;
- Continually seek and act on feedback to evaluate and improve their own and team's performance;
- Keep abreast of developments within FCDO Services and where appropriate, those of key stakeholders such as the FCDO and The National Archives for matters relating to Digital Sensitivity Review;
- Maintain own professional development knowledge;
- Training in line with annual Personal Development Plan;

#### Commercial Awareness

- Consider, in consultation with commercial experts, alternative ways of working with partners and contractors to identify more efficient outcomes, balancing cost, quality and turnaround times
- Identify and understand relevant legal and commercial terms, concepts, policies and processes (including project approvals and assurance procedures) to deliver agreed outcomes

### KNOWLEDGE AND KEY SKILLS

#### Essential:

- Educated to degree level in a Maths or Science based subject or equivalent qualifications or experience;
- High quality information and records management skills including experience of creating and managing complex taxonomies;
- Strong IT skills, particularly with Excel and MS Word for workflow management and report writing;
- Excellent relationship management skills in order to collaborate with a range of stakeholders and third-party technology suppliers to support delivery of business outcomes;
- Strong influencing skills;
- Good presentational and communication skills;
- Critical thinking and problem solving skills;
- Excellent judgement;

#### Desirable:

- Knowledge of the FCDO records management system;
- Previous employment in records management role;
- A high level of security awareness;
- Customer-side supplier management experience;
- A strong understanding of the business of FCDO Services.
- Knowledge of TNA Operational Selection Policies (OSPs) chiefly OSP13: Britain's diplomatic relations 1973-96;
- A working knowledge of the Public Records and Data Protection Act, Freedom of Information Act, Information Commissioner (ICO) guidance;

## CORE BEHAVIOURS

*Top three for job:*

- Managing a Quality Service
- Working Together
- Changing and Improving

## CRITICAL SUCCESS FACTORS

*Success measured and evidenced by:*

- The successful implementation of a taxonomy for the Digital Sensitivity Review system
- Ever increasing sensitivities identified with growing accuracy statistics
- Digital files sensitivity reviewed and transferred to TNA in line with programme requirement
- Management Information provided to FCDO Services Senior Management
- High quality service delivery with continuous service improvement plans in place

<b>Budget Responsibility?</b>	<b>If YES, how much:</b>	<b>If NO can they authorise payments?</b>
N	£ per annum	N
<b>Reports to: (Role Title and Grade)</b>	C5 Team Leader, Mgmt. & Scheduling	
<b>Direct Reports: (Number and grades of staff)</b>	One x B3	