



ROLE PROFILE

Role Title: Information Governance Manager

Service: Corporate and Customer Services, Business Intelligence and Development

Directorate: Transformation & Resources

Accountable to: Business Intelligence and Development Manager

Grade: PO1

Car Category: Casual

Purpose of role

- To fulfil the role of designated Data Protection Officer for the Council under the General Data Protection Regulation
- To develop and keep under review robust information governance systems within the organisation to ensure that the Council meets its duties
- To take positive action to ensure that the Council meet its statutory responsibilities and customer expectations with regard to data and information
- To support a proactive, transparent and intelligence-led approach to information governance

Key Objectives

1	To undertake the role of Data Protection Officer under the General Data Protection Regulation and fulfil the obligation of that designation ensuring the Council's ability to demonstrate compliance with the General Data Protection Regulation.
2	To assist the Corporate Director Transformation and Resources (SIRO) and other Heads of Service with regard to the Council's obligations under data protection, information governance, freedom of information, and environmental information regulations through the development of appropriate strategies,



	policies, frameworks and toolkits by which to guide senior managers in the organisation and providing relevant training.
3	To champion and promote the highest standards of information and records management, practice and compliance in line with legislative requirements, Council policy and best practice.
4	To work in a collaborative and supportive manner with the Corporate Management Team and Service Managers to identify and implement process improvements to ensure ongoing compliance
5	As required, to liaise with appropriate external agencies, authorities, professional and Government bodies within the remit of the role
6	To attend and advise at such Committees, Sub-Committees and other management meetings, as allocated by the Business Intelligence and Development Manager
7	To take a lead role in identified areas service improvement projects that relate to information management
8	To ensure a transparent and proactive approach to the Freedom of Information process, ensuring that statutory deadlines are met. To further ensure that any Subject Access Requests are dealt with in line with current guidance and timescales
9	To act as advisor to the Business Intelligence and Development Manager and SIRO in respect of changes to relevant legislation and to provide an assessment of impact, together with required actions and providing day to day support to the SIRO role.
10	To carry out any other relevant duties as may from time to time be assigned commensurate with the grade including those which are in the interest and/or improvement of the service, or in response to the exigencies of the service.



Scope

The post holder will perform a lead role in ensuring a robust approach to the way the organisation manages its data and information. It will also take a proactive role in identifying and implementing improvements to services and processes that are required to ensure compliance and will develop the necessary standards and tools to support managers. In doing so, they will work proactively and collaboratively across the whole organisation and with all levels of staff.

Work Profile

1. Strategy

The post holder will develop appropriate strategies, policies, frameworks, guidance and toolkits to support the organisation in maintaining compliance with the General Data Protection Regulation and other relevant legislation.

The post holder will also contribute to the Council's People Plan in terms of identifying training and development needs that should be addressed in order to improve understanding and compliance at management level. They will work with managers and Heads of Service to identify improvement activities across the organisation that will improve service processes and ensure compliance.

2. Performance

The post holder will support the Business Intelligence and Development Manager in ensuring that high standards of information governance are achieved and maintained. They will take a leading role in the delivery of key objectives, priorities and targets associated with information governance, transparency and in developing an evidence / intelligence-led approach. They will monitor and communicate this performance against a series of key performance measures, developing new indicators and targets as needed.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.



3. Service Quality

The post holder will have a leading support role in ensuring that the Council's image and reputation in respect of information governance is both maintained and improved, through the delivery of a new information governance function that upholds rigorous standards and adds value.

They will develop and monitor appropriate performance indicators.

They will develop and support the implementation of excellent standards in terms of service delivery performance and professionalism.

4. Resource Management

The post holder has direct line management responsibility for posts and no indirect line management responsibility. They also hold budgetary responsibilities for the business support budget. The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to individuals within their team and in order to undertake their own role.

5. Supervision and Management

The post holder has direct line management responsibility for a post.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to customers. They will also help build greater understanding of the Council's duties around information governance, through the development of clear guidance, standards and toolkits.



They will promote the service through demonstrable commitment to a high quality, excellent standards.

They will provide progress reports at agreed intervals, to the Customer Experience & Communications Manager, Head of Service, and Corporate Director as appropriate, detailing progress, risks to success and next steps.

8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with Heads of Service, Service Managers and their teams and members of the Business Intelligence and Development team in order to develop and agree necessary improvements to services and processes.

Less regularly, they will be in contact with partner agencies, including the Information Commissioner's Office and professional contacts, Corporate Directors, the Chief Operating Officer, Elected Members and Human Resources.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

10. Risk Management

The post holder will be responsible for clearly identifying risks relating to standards of information governance and where possible or reasonable, to provide recommendations for mitigating action. They may be asked to lead on implementing the actions required to manage the risk effectively.

11. Working conditions

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.



12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the internal and external customer experience.

14. Core Tasks

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety:

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

16. Legislation:

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

17. Training & Development:

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.



19. Creativity

The post holder is expected to generate ideas and concepts relating to information governance and related service improvements in order to enhance the internal and external customer experience and to ensure compliance. They will be solutions-focused and able to work with services, constructively challenging historic practices whilst keeping them engaged in change. They will be expected to refer to the Business Intelligence and Development Manager routinely and certainly prior to implementing key changes.

20. Decisions and Consequences

The post holder will generate ideas and suggestions for consideration by the Business Intelligence and Development Manager and the Head of Service. They will be at the forefront of organisational change in relation to the information governance and will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

21. Work Context

The post holder will perform a pivotal role in building an effective and efficient information governance team, to provide support and advice where needed in the organisation. It will also take a proactive role in identifying and implementing improvements to processes that are impacted by information governance considerations. In doing so, they will work collaboratively across the whole organisation and with all levels of staff.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

22. Physical Demands

It is not anticipated that there would be any physical demands of the job over and above those expected for office-based work.



PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Foundation Degree/ Diploma/ Level 4 qualification or as a minimum, relevant experience together with an excellent standard of English (written and spoken)	X		A
	Excellent communication & presentation skills, both written and verbal	X		A, I
	Political understanding & sensitivity	X		A, I
	To have expert knowledge of data protection law and practices required of a local authority Data Protection Officer or equivalent	X		A, I
	To have experience of advising in relation to data protection, information governance and freedom of information	X		A, I
	To have a recognised qualification in records management.		X	A, I
Planning and organising work	Ability to work to tight deadlines on a wide variety of tasks	X		A, I, T
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I
	Highly developed ability to identify, prioritise and manage tasks	X		A, I, T
Planning capacity and resources	Delivery of results under pressure	X		A, I, T



	Planning for long-term projects & deliverables	X		A, I
Influencing and interpersonal skills	Able to successfully demonstrate strong interpersonal and management skills	X		A, I
	Able to engage with colleagues and elected members effectively to ensure that issues are prioritised and resolved and queries answered with high customer satisfaction rates	X		A, I
	Able to engage with a range of internal and external stakeholders in the production of reports, information and communications.	X		A, I
	Capable of dealing with the public and representatives of private sector organisations with tact, and with firmness when required	X		A, I
	Able to provide training to officers and members in relation to information governance and data protection.	X		A, I
PROBLEM-SOLVING Using initiative to overcome problems	Ability to work across the Council's operations, to identify a range of appropriate solutions to issues and problems.	X		A, I
	Ability identify and implement solutions to issues and be a champion of change.	X		A, I
Managing risk	Ability to consider and assess risks associated with information governance across the organisation	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
Managing change	Ability to review team/ individual performance along with wider service performance and seek to continuously improve through implementation of changes on a regular basis	X		A, I



	Ability to promote change in a positive manner to others	X		A, I
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Ability to work independently and take ownership of key responsibilities of the post	X		A, I
Other	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together.**

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	