

Role Title	Information Governance Officer
Job Family	Governance and Law
Competency Level	Principal Officer
Pay Range / Scale	P02-P04
<p>Purpose</p> <p>The Information Governance (IG) Officer will report to the Information Governance Manager and SIRO as part of a team responsible for ensuring that the Council is compliant with Information Laws; this includes but is not limited to the Data Protection Act 2018 (DPA), UK-GDPR, the Freedom of Information Act 2000 (FOI), the Environmental Information Regulations 2004 (EIR) and the Privacy and Electronic Communications Regulations (PECR).</p> <p>The primary role of the post holder is to support the overall development, management and delivery of the Council's IG Strategy and work programmes; to oversee data processing practices, ensuring that they meet all statutory requirements, the provision of advice, guidance, and auditing ensuring compliance with the legislations and any requirements of the Information Commissioner, as the Supervisory Authority.</p> <p>Working as part of a team of officers, the role will lead in investigations, assessments of suspected data breach incidents and data complaints arising, either directly from Customers or the supervisory body. Providing Support, Information Advice and Guidance to the Council and making escalations to the Information Governance Manager where risks are identified which could impact the Council's ability to meet its obligations of standards, practices or where the necessary governance frameworks assessments have not met quality standards.</p> <p>In addition, supporting the delivery of the Traded Schools service who have signed up via a Service Level Agreement, ensuring that school's buying into the service is compliant with the requirements.</p>	
Generic Accountabilities	End Results/ Outcomes
Work closely with other IG Officers and the IG Manager to support the development of the service being delivered and the delivery of improvements in processes and procedures.	<p>Identifies gaps in service provision and highlights issues and makes speedy recommendations to resolve the issue and reduce risks to the Council.</p> <p>Ensures improvements are developed, delivered, and evaluated.</p> <p>Issues and recommendations are brought to the attention of managers.</p>
To perform the role of IG Officer, supporting the delivery of a Service Level Agreements.	The provision of expert advice, information, interpretation and performance of the role of IG Officer for schools or any external organisation who have purchased the provision of that role from the Council.
Prepare and present a full range of reports to the IG Board as and when needed.	<p>Reports are prepared, distributed / presented to the appropriate data controllers, e.g. leadership teams and Boards, or management teams to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
Co-operate with, advise and support colleagues.	<p>Colleagues are supported and a seamless service is provided to the Council and its clients for Information Laws.</p> <p>Required information is provided in a time conducive manner.</p>

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
Carry out all duties and responsibilities with due care and skill and undertake training (including any refresher training) and pass any examinations deemed necessary by the Council for the performance of this role.	<p>The service offered by the Council is carried out with due diligence, care and skill at all times.</p> <p>Risk to Council of complaints about service delivery are minimised.</p>
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.
Job Specific Accountabilities	
Perform the role of Information Governance Officer	<p>Be the first point of contact to Service Users.</p> <p>Review, monitor and provide compliance advice with the Information Laws including but not limited to Policies, DPIAs, Data Sharing Agreements, spot checks and audits. Respond to security and Data breach incidents raised to the Council, adhere to the recording, responding and notification processes and timeframes in line with the I.C.O.</p> <p>Raise awareness through training/ the development of resources for Council across differentiated Council platforms. Where required, make recommendation and support implementation of improved processes to ensure the ongoing standards of compliance for the Council.</p> <p>Advocate and support the culture of Data Protection by design and default. Advise on matters relating to other access to information as appropriate.</p> <p>Where required, devise policies and work with the Services users to implement these into operational practices as necessary to ensure the ongoing of standards.</p> <p>Assist in monitoring compliance with Service Users in accordance with the Council's Information Governance and related Policies and Procedures.</p>
Review, update and support the enforcement of the council's Information Governance policies / strategy and accompanying standards.	<p>Ensures the Information Governance policies and strategies and accompanying standards are fit for purpose, reviewed and updated when regulations change.</p> <p>Ensures that all policies and communications are written in plain English and adhere to the council's guidelines.</p>
Assist the IG Manager in supporting the Director of Governance and Law who oversees Information	Ensures council officers and elected members understand and comply with all policies, processes, and procedures in place for compliance of data protection and privacy

Governance in the council.	<p>legislation.</p> <p>Engage in continued professional development to remain up to date with any changes to legislation.</p>
Provide support as and when required to Projects for the improvement of IG compliance.	Ensures the Council complies with the privacy by design principles and conducts privacy impact assessments.
Provide support as and when required for the creation and dissemination of guidance on data protection to all staff and external partners.	<p>Council officers elected members and Traded Schools receive high quality communications advice and support on data protection Good use is made of communications best practice.</p> <p>Close relationships are built and maintained with the council's partners and other key organisations in the borough, creating opportunities to promote effective Information Governance.</p>
Carry out privacy / data protection impact assessments and review / create the necessary privacy notices as and when requested	<p>Ensures good quality policies are in place and provided to users of the service Ensures privacy notices are in place that cover:</p> <ul style="list-style-type: none"> • What information is being collected • Who is collecting it • How is it collected • Why is it being collected • How will it be used • Who will it be shared with • What will be the effect of this on the individuals concerned <p>Advise and support services with carrying out identified risk mitigation measures.</p> <p>Maintain the council's Information Asset Register.</p>
Carry out all duties and responsibilities with due care and skill. Attends all recommended training pertaining to Information Laws as and when required.	<p>The service offered by the Council is carried out with due diligence, care, and skill at all times.</p> <p>Risk to Council of complaints about service delivery are minimised.</p>
Provide training to complement the information governance / strategy and accompanying standards.	A high quality training of training provision.
Undertake any other duties commensurate with the general level of responsibility of this post.	

Nature of Contacts
<p>Work with the Information Governance Manager & SIRO to provide IG support to the Director of Governance and Law.</p> <p>Work directly with colleagues, internal and external, other providers and external agencies as and when directed.</p> <p>Provide specialist advice, guidance and support on IG issues to staff, including directors, senior managers, elected members, the information governance board, professional bodies and partner organisations as required.</p>
Procedural Context
<p>The IG officer will be a proactive and highly organised individual who has experience in dealing with people at a range of levels within an organisation. You will be confident and outgoing with a passion for delivering exceptional support to people at all levels. You will have a strong knowledge of current Information Governance legislation and the ability solutions and create appropriate guidance to support services</p> <p>Can demonstrate good time management skills, the ability to prioritise tasks and co-ordinate the work of others. Plan, organise and deliver interventions and actions to reduce risk. Responsible for professional advice, reporting, assessment, and auditing as necessary. You will have the ability to think independently, provide advice, offer solutions, and make recommendations to support the Council with implementing information governance requirements and conducting due diligence.</p> <p>Exercise professional judgement investigating, reporting, and recommending actions on potential data breaches.</p> <p>The ability to start initiate tasks and manage them through to completion.</p> <p>You will be responsible for ensuring that your knowledge is kept up to date, shared with the team and you are required to undertake and pass such training/refresher training as directed.</p> <p>Reports to the Information Governance Manager.</p>

Resourcing
<p>Budget Responsibilities: None</p> <p>Supervisory Responsibilities: None</p>
Knowledge, Skills and Experience
<p><u>Experience</u></p> <ul style="list-style-type: none"> ▪ Experience operating within a regulatory area. ▪ Experience of compliance processes within complex organisations. ▪ Understanding of and practical experience in the area of privacy, data protection and Information Laws. ▪ Experience of giving professional advice and building effective and productive working relationships with people at all levels. ▪ Proven experience of working under pressure, meeting tight deadlines, and working flexibly in response to changing circumstances.

- Experience of delivering complex projects involving multiple stakeholders or departments within tight deadlines.

Knowledge and skills

- Understand the key concepts and principles of relevant Information Governance legislations.
- Excellent communication skills, especially in writing and editing, with the ability to quickly process complex information and present targeted messages to different audiences.
- Understanding of systems and procedures involved in the processing of personal data.
- Knowledge and ability to investigate data breaches and provide recommendations to support services with carrying out mitigating actions.
- Knowledge and ability to investigate and handle complaints about data protection, FOI and EIR handling.
- Ability to support services with completion of data protection impact assessments (DPIAs) and review and advise on data protection contractual clauses.
- Ability to plan, manage, monitor, and deliver Information Governance requirements.
- Ability to create and implement mechanisms for continual improvement of the Councils IG.
- Ability to liaise with the ICO and other external parties.
- Proficient in the use of general office ICT systems.

Indicative Qualifications

Educated to graduate level and holding a qualification in line with Information Laws.

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.