

Information Governance Officer

Reports to:	Information Governance Lead		
Department:	Communications Insight and Innovation	Grade:	PO4
DBS Status:	Basic	Politically restricted:	No

Job Purpose:

1. Work with the Information Governance (IG) Lead to ensure the Council is compliant with the General Data Protection Regulation (GDPR) and data protection laws.
2. Support the IG Lead in the delivery of a high quality Information Governance and FOI service to customers and the Council.
3. Lead on a range of activities as directed by the IG Lead including data protection monitoring/training; data breach management, cyber security monitoring, records management and Subject Access Request (SAR) responses.
4. Lead on information management activities of the Council and also its interactions with external parties. This includes working with senior information representatives in the council to implement and monitor progress against the strategies.
5. Lead on projects and initiatives across the Council and with partners and clients to promote best practice in information management and information governance

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

1. Support the Information Governance Lead in their statutory role as the Data Protection Officer for the Council and schools.
2. Support the Information Governance Lead in investigating data breaches, data protection impact assessments, information related customer complaints
3. Assist the Information Governance Lead in supporting the Council's statutory Caldicott guardian in relation to Information Governance and compliance
4. Deputise for the Information Governance Lead as required
5. Support the Information Governance Lead in the implementation of all aspects of the council's information governance programme across departments and improve data sharing and integration between Health and Social Care

6. Understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. Abide by the council's information governance policies
7. Promote a vision and culture fostering good practice in information governance across the organisation
8. Provide high quality expert advice and support to departmental directors and managers on best practice in relation to information governance standards and records management including compliance with internal policies, relevant legislation and standards.
9. Provide board support to the Information Governance Group and report back on areas of information risk across the organisation
10. Assist the Information Governance Lead in the development and maintenance of information governance and records management strategies, standards, policies, training and guidance.
11. Provide cover for FOI management and administration as required.
12. Ensure that information sharing agreements have been completed as appropriate.
13. Undertake information audits across the council and schools and develop improvement plans and assist in their implementation.
14. Manage the network of information governance contacts and champions across the organisation and foster relationships between teams to promote information governance.
15. Act as the council's specialist and authority for Records Management leading on corporate retention and disposal arrangements, influence Electronic Document and Records
16. Management (EDRM) programmes and provide assistance and training to ensure the council is compliant with standards and best practice.
17. Assist the Information Governance Lead on compliance with the Public Service Network (PSN), NHS IG toolkit and the Payment Card Industry (PCI) standards.
18. Perform regular scans and monitoring of IT security vulnerabilities, recording, reporting and overseeing the completion of associated remediation.
19. Develop, manage and implement a corporate library of standards, guidance, policies and procedures for effective records management, including the entire lifecycle of the authority's assets to include classification, retention, disposal, archival, corporate file plan, records audits, long term preservation and any other aspects of records management.
20. Develop and maintain a corporate Information Classification Scheme and Information Asset Register to catalogue all relevant metadata including retention.

21. Provide advice, guidance and training to the council on all aspects of Records Management, and keeping up to date with new initiatives and developments in this field to maintain the currency and accuracy of advice.
22. Liaise with services to ensure that corporate council records management standards and policies are implemented. Encourage service areas to dispose of records in line with the council retention and disposal schedule and to do so in a secure manner.
23. Manage complex SARs and provide advice and support to the SARs officer.
24. Produce regular management reports on the performance of the Information Management unit.
25. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
26. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Knowledge of the IT Infrastructure Library (ITIL) framework
2. Sound knowledge of regulatory compliance issues as they relate to information management including knowledge of the principles of Caldicott and the Data Protection Act
3. Knowledge of regulatory compliance issues as they relate to records management including GDPR, the Data Protection Act and the Freedom of Information Act.
4. Knowledge of records management and current professional practices in relation to records management.
5. Knowledge of appropriate corporate data standards and of the appropriate professional and / or legal data standards.

Experience

1. Experience of working in a technically complex IT environment
2. Experience of proposing solutions, identifying options, evaluating options and selecting recommended solutions.
3. Experience in managing change in a large organisation
4. Experience of managing or liaising with temporary staff, consultants and external suppliers

Skills and Abilities

1. Able to write clear, jargon-free reports, policies, guidelines and procedures.
2. Able to communicate effectively in oral, interpersonal and written forms to staff at all levels of the Council and external organisations.
3. Able to give convincing presentations to managers, technical staff and the public.
4. Able to diagnose and resolve practical problems.

Overall Headcount: Supervision of up to 2 Subject Access Request Officers

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs