

JOB DESCRIPTION

JOB DETAILS

Directorate: Corporate Resources

Post title: Information Governance Officer

Post number: CCDP18

Post grade: Grade H

Section: Audit and Governance

Responsible to: Head of Audit and Governance

Responsible for: Promoting a consistent, corporate approach to information management and the Transparency Agenda and acting as an expert advisor in respect of Information Management legislation, best practice, policies and procedures.

MAIN PURPOSE OF JOB

The Information Governance Officer supports the council and the Data Protection Officer, to ensure compliance with data protection and associated privacy legislation, most notably the UK General Data Protection Regulation (GDPR) but in all aspects of information monitoring and reporting.

The post holder is the council's single point of contact for GDPR advice, raising awareness and training. Likewise, this extends beyond GDPR also, to provide clear and pragmatic advice on general information security and governance risks. This can include data requests, freedom of information requests, formal complaints, advice on emerging policies and projects etc.

The post has several key areas of focus

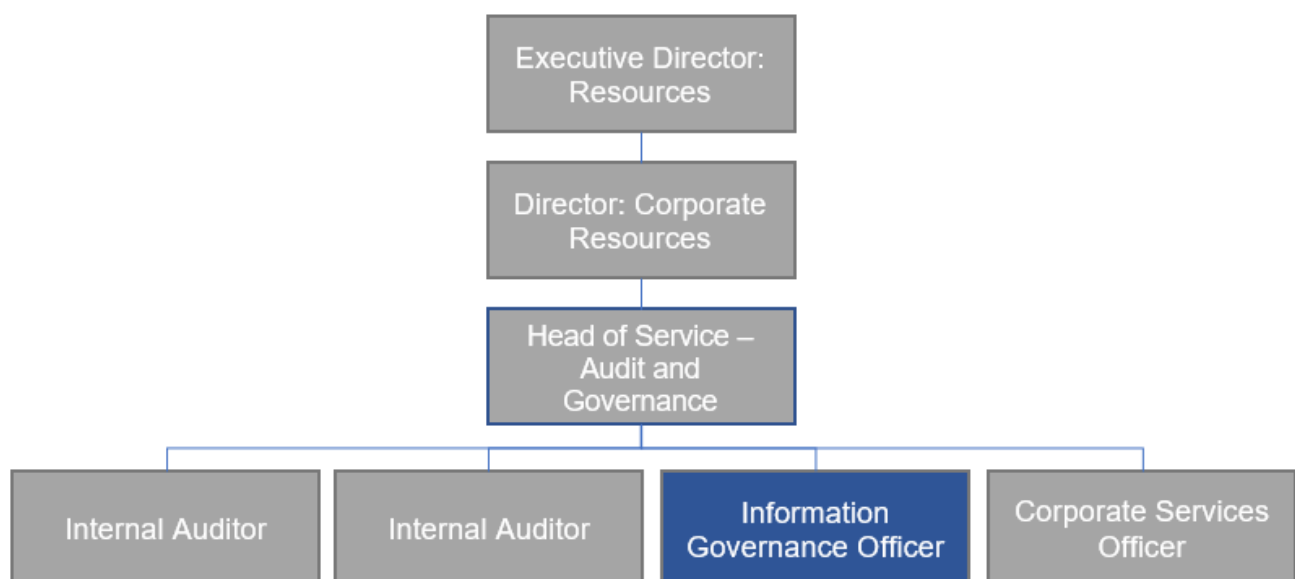
- Strategy and policy development
- Legal and Regulatory compliance
- Assurance, auditing and monitoring
- Advisory
- Organisation development, training and management

SPECIFIC DUTIES

- Leading on the production and maintenance of the Information Governance Framework, including: guidance, policies, procedures, forms, privacy notices, templates and action plans.
- Monitoring and reporting on corporate compliance with Information Management legislation, best practice, policies and procedures.
- Providing expert advice and guidance to Council officers on all aspects of information governance, records management and retention to ensure compliance with GDPR and data protection legislation.
- Preparing and deliver training on information governance to officers and elected members, in conjunction with the Data Protection Officer and Senior Information Risk Officer.

- Providing oversight for the Disclosures (SARs, FOIs, EIRs) process, coordinating responses, taking into account any relevant exemptions and ensuring requests are processed within statutory timescales.
- Acting as an investigating officer for data protection breaches within the Authority, alongside implementing remedial actions.
- Compiling relevant performance and compliance reports, data and statistics, for a variety of audiences.
- Leading a review of consistent and robust data governance processes as part of data project lifecycle and creating agreements to better share data for key partnership agendas.
- Lead by example on information management compliance developing a detailed understanding of the regulations governing the Council's responsibilities on access to information, plus the Council's information management policies, and operating in accordance with these at all times.
- Where appropriate, lead on relevant information projects and provide support and advice to other projects.
- Be the lead officer for the internal Information Governance and Security Board and attend other corporate groups such as Programme Board.
- To undertake Continued Professional Development that is relevant to the role.

ORGANISATIONAL CHART



KEY WORKING RELATIONSHIPS

- Executive Director of Resources (also SIRO)

we put our **customers first** - we are **positive** about **working with others** - we **value** our **employees**

- Director of Corporate Resources (also DPO)
- Head of Audit and Governance
- Corporate Services Officer
- Information Asset Owners
- Residents re: data requests

RESOURCES

The postholder will make a significant contribution to the adaptation and design of not just information systems but all systems to ensure data within the system is accurate, relevant and secure and systems are generally effective.

PHYSICAL DEMANDS

The role is largely office-based, with occasional need for travelling to attend training courses, external meetings etc.

MENTAL DEMANDS

The role requires general awareness and attention to particularly sensitive information. As part of data breach investigations this could involve dealing with members of the public who may be angry or upset. The corporate advisory nature of the role will lead to competing deadlines.

WORKING ENVIRONMENT

The postholder will spend the majority of their working time within an office or home environment – in accordance with the council's Agile Working Policy.

ALL STAFF RESPONSIBILITIES

To adhere to all Council Policies, in particular Equal Opportunities.

To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.

To be committed to the principles of equality, diversity and the ability to treat everyone who you come in contact with dignity and respect.

Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness.

HEALTH AND SAFETY

Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.

PERSON SPECIFICATION			
QUALIFICATIONS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Educated to degree level or equivalent or significant experience in a relevant field.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Evidence of continuous professional development and willingness to learn new skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Relevant qualification in Information Management or equivalent.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
EXPERIENCE	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Experience of working in an information management or governance role.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Experience of carrying out complex administrative tasks with a high degree of accuracy.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Experience of operating within set policies and procedures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Experience of working as part of a team in a busy working environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Knowledge of Local Government Transparency Code and its application.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form and interview
Knowledge of the Data Protection Act 2018 and UK General Data Protection Regulation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Knowledge of local government and how it operates.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form and interview
SKILLS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Excellent administrative and organisation skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
High standard of written English, with excellent attention to detail.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Ability to work at pace and manage a varied workload of	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview

multiple tasks, often working to tight deadlines.			
Ability to work on own initiative with minimal supervision.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Ability to communicate clearly and confidently with people at all levels.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Ability to build constructive and effective working relationships.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Advisory, negotiating and motivational skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Ability to solve problems, deal constructively with issues that arise.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Ability to project manage and lead others.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Capable of implementing changes, maintaining and improving services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
BEHAVIOURS / ATTRIBUTES	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Customer focused.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Open to change and commitment to continuous improvement.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Calm, helpful, co-operative disposition.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Ability to use own initiative.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Accuracy and attention to detail.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Conscientious.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Strong interpersonal and client liaison skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Methodical approach to work.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Sensitivity towards the culture of the organisation and its political complexities.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview

The resilience necessary to overcome obstacles and resistance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Ability to work within a team as well as independently.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview