



Role Profile

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| Job Title: Information Governance Manager | Role Profile Number : OPH24 |
| Grade: R Salary: | Date Prepared : 26 /07 /2021 |
| Directorate/Group: Data, Performance and Insight | Reporting to: Head of Data, Performance and Insight |
| Structure Chart attached: | Yes |

Job Purpose

1. To be accountable and responsible for independently overseeing the Council's data privacy and information compliance arrangements and to fulfil the Council's statutory obligation to appoint a Data Protection Officer.
2. To undertake the DPO role for internal separately registered Data Controllers, Electoral Services, Registration Services, Councillors and any third party organisations as deemed appropriate by the Council.
3. To lead, plan, and monitor a comprehensive information governance model for the Council ensuring its delivery and management across all parts of the Council to ensure that the Council is compliant with current and future legislation and regulatory standards.
4. To provide objective opinion, advice and guidance to support organisational compliance with all information governance and management related legislation and regulatory standards.
5. To promote awareness and best practice in all aspects of information governance and management, developing and implementing corporate policies and procedures to provide a framework for the efficient management and effective use of information and knowledge assets, in line with legal requirements and government initiatives.
6. To advance the development of the organisation's Open Data approach to encourage, enable and simplify citizen access to official information, ensuring that, wherever possible, information held by the Council is proactively published and readily accessible in the public domain.

7. To employ expertise and experience in the capturing, storing, handling, use and dissemination of information, to facilitate a culture of openness and accountability, and support appropriate sharing of data between service areas and other agencies.
8. To ensure that guidance and support is available to citizens, helping individuals to exercise their rights regarding access to both their personal information held by the Council and to the authority's official information

Key Accountabilities

1. Ensure Corporate Management Team (CMT), relevant lead Committee/s, associated arm's length, or associated Council-run businesses are aware of and understand the Council's GDPR compliance risk in line with CMT's accountability for data protection across the Council;
2. Design, plan and lead an Information Governance improvement programme in the Council, increasing information governance maturity and improving practice across the Council;
3. Effectively holding to account the operational teams processing data across the Council and through sharing arrangements with partners and data processing agreements with contractors;
4. Monitor compliance with the General Data Protection Regulation and other relevant legislation, including the assignment of responsibilities, awareness raising and training of staff involved in processing operations, and the related audits.
5. Ensure a register of all information and data processing operations of personal data are maintained by Council Departments.
6. Be the first point of contact for, and cooperate with, the Information Commission's Office.
7. Manage the Information Governance team and establish a corporate network of Information Governance representatives, leads and champions who will support the Departments of the Council to improve their information governance and management.
8. Manage the Information Governance Team budget and associated or related contracts.
9. Taking decisive action and reporting issues where unforeseen events impact on service delivery targets
10. Meeting statutory or regulatory standards that apply to the services managed.
11. To manage the delivery of the Information Governance work programme and to facilitate Information Governance Board meetings.
12. To maintain and manage the Information risks for the Council and to see appropriate controls and actions are in place and being executed, reporting to the Information Governance Board.
13. Overseeing the handling of data/information breaches, including the referral of relevant cases to the Information Commissioners Office.
14. Lead the Subject Access Request and Freedom of Information request process.
15. To plan and oversee a records management classification schema implementation and adoption on all unstructured data.

16. To maintain appropriate policies and procedures in relation to the Archive Storage of non-digital data and information.
17. Establish support networks and systems for the information asset owners and users, facilitating crossdepartmental forums for developing and delivering best practice in information governance and management
18. Maintain a strategic, cross-departmental record of IG issues and developments, partly using the IG Framework and the Risk Register

Supplementary Accountabilities

1. Assist the Councillors, Directors, Managers and staff in any information governance related activities as necessary
2. Assist in the creation, maintenance, collation, interpretation, promotion and adherence to the Council's suite of Information and Security policies
3. Provide advice to the SIRO and Caldicott Guardians regarding the performance of their duties.
4. To act as an exemplar for the Council's vision and values at all times.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Detailed knowledge of main issues and influences affecting the services allocated to this post.
- Comprehensive knowledge of the principles and practice of:
 - o effective people management
 - o excellent customer service
 - o continual improvement using an evidence- based approach
 - o appropriate risk management
- Evidence of thorough knowledge and understanding of current Information Governance, Data Protection law, practice and guidance
- Experience of designing, implementing and managing data privacy improvement programmes at corporate level, including undertaking information audits.
- Proven experience of reporting to, working with, influencing and challenging strategic and operational decision makers in shaping approaches to data privacy.
- Operational knowledge of public sector organisations (preferably local government) and their rules and procedures
- Knowledge and understanding of risk assessment processes and of developing effective strategies for mitigating key risks
- Experienced ICT use

- Ability to communicate clearly with both technical and non-technical stakeholders

Qualifications

- Educated to degree level (or equivalent)
- A recognised practitioner qualification related to data protection and information compliance

Decision Making

- The post holder will be required to risk assess and make decisions whether to report data protection breaches to the Information Commissioners Office
- The post holder will need to make decisions on working practices and procedures for themselves and others across the organisation

Creativity and Innovation

- The job will involve finding solutions for the application of procedures set out in the statutory instrument. This will involve challenging current working practices and creating new procedures and working practices.
- The post holder will be looked to for innovative solutions and implementation of established solutions in the Information Management space; sometimes implementing national best practice and at other times developing solutions for Swindon.

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| <p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> Any Information Governance related task, including independent DPO decisions, advice and guidance. This post will use projects to achieve organisational change and as such will ensure project management principles and techniques are employed to manage staff and supplier deliverables. <p>?</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> All IG related activities for an IG Team of two officers, plus a corporate network of IG representatives, leads and champions. | <p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p> | <p>Yes, team budget</p> <p>IG Team of 2 officers, plus a corporate network of IG representatives, leads and champions. Any IG-related contracts including Information Archives management contract</p> <p>Responsible for Council information assets of unquantifiable value, but which the organisation relies on to carry out statutory services. Personal data losses subject to monetary penalties of up to £8M and limitless data subject compensation claims.</p> |
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- The post holder will report to the Director of Digital (CIO and SIRO) for line management and will need to build a mutually supportive relationship.
- The post holder will report to the CMT and IG Board in respect of organisational progress
- Providing high level subject matter expertise across the whole of the Council
- Influencing senior management, elected members and senior partner stakeholders to ensure a compliant approach to data protection is adopted and maintained in respect of all Council information assets

- Developing a strategic and systemic approach to embedding data protection culture by design and default across the whole Council.
- Making strategic connections between IG and IT security risks and other compliance systems and procedures and based on analysis of available evidence of business understanding and compliance to ensure change is effected, implemented and monitored.

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

Regularly working across all Council sites within the Borough and need to drive regularly for work purposes.

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| Employee Signature: | Print Name: |
| Date: | |
| Line Managers Signature: | Print Name:: |
| Date: | |

Structure Chart

