



Role Profile

Job Title: Information Governance Manager	Role Profile Number: ENH174
Grade: R	Date Prepared: December 2021
Directorate/Group: Enabling - Operations	Reporting to: Chief Digital Officer
Structure Chart attached:	No

Job Purpose

As part of the Council's ICT & Transformation Team, to act as the Council's Data Protection Officer ensuring that the requirements of the UK General Data Protection Regulation and the related Data Protection Act 2018 are applied across the Council's services, providing consistent and accurate advice and support on all aspects of Information Governance and guidance to elected members and officers, respond to Subject Access Requests from the public and ensure that the Council complies with relevant legislation at all times.

The post holder will also act as the Data Protection Officer (DPO) as defined under the EU General Data Protection Regulations (GDPR).

Key Accountabilities

- Provide Swindon Borough Council with a high standard of Information Governance support to ensure the council complies with all legal requirements including the Data Protection Act, General Data Protection Regulations 2018, Records Management standards, Freedom of Information and all other relevant national standards.
- As the Information Governance Manager you will develop, plan and monitor the Council's Information Governance model, ensuring high quality information governance management practice across the organisation. You will ensure that we are compliant with all current and future information related legislation and regulation.
- Ensure that the Council meets its obligations in providing timeous and accurate responses to requests for information under the information rights legislation that apply to local authorities.
- Take the lead in dealing with complaints, and complex cases, either conducting internal reviews or supporting senior officers, and managing the overall process to ensure that the Council meets relevant requirements

- To lead and Drive the strategic development of information governance and take responsibility for ongoing development and implementation of a fit for purpose information governance framework.
- Informing and advising the Councils data controllers and employees of their obligations under the Regulation and other applicable laws and regulations
- Lead, manage and develop a highly motivated Information Governance team, that delivers compliance with General Data Protection Regulations and other information governance legislation such as Freedom of Information Act and prides itself on providing effective and timely information governance support and expertise.
- To put in place measures which will reduce the likelihood or impact of any potential sanctions as a result of action taken by the Information Commissioner.
- Be responsible for providing high quality information governance advice and interpretation in a busy and challenging environment, working in close partnership with relevant SIRO, Directors, Heads of Service, managers, staff at all levels and other stakeholders.
- To maintain a focus on both national and local information governance developments
- To regularly, review and update all of the following documentation, Policies, Data Sharing Agreements, Data Protection Impact Assessments, Data flows, Action plans, Audit reports. Performance reports, ICO reports, Investigation reports , Breach reports and Risk management reports.
- Continue to own, implement, develop, and monitor the Information Governance awareness programme for the Council and contribute to the development of training and awareness materials for all staff (and elected members) utilising e-learning where appropriate.
- Maintain up-to-date knowledge and expertise of professional/technical developments within the area of responsibility through research, liaison with Information Governance colleagues from other Local Authorities and partner agencies. For example, by attending regional Information Governance/Information Management meetings, and attending other local, regional and national Information Governance/Information Management meetings on behalf of the Council and reporting back on relevant developments and issues.
- Lead on the annual completion of the NHS Information Governance Toolkit , liaising with the Caldicott Guardians and their delegates
- To attend Senior meetings including CMT to provide reporting of all IG related matters.
- Accountable for the team's performance and for the delivery of the team's objectives

Supplementary Accountabilities

- Assist the Chief Digital Officer in any information related activities as necessary
- Assist in the collation, interpretation and promotion of the SBC's suite of Information and Security policies
- Assist Chief Digital Officer with the co-ordination and planning of audits, health checks and penetration tests to ensure compliance with third party standards (NHS,

PSN,PCI etc)

- Work with IT colleagues to establish a corporate EDRMS and to ensure adoption and best practice use of this throughout the organisation.

Knowledge & Experience

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

- Substantial experience in similar role in a complex diverse organisation.
- Excellent understanding of legal framework surrounding record keeping including contractual arrangements, Data Protection, intellectual property rights and Freedom of Information.
- Good working knowledge and understanding of Caldicott Principles and Information Governance Standards
- Substantive experience of handling sensitive confidential information.
- Understanding of information and electronic records management principles.
- Knowledge of Records Management Standards ISO 15489. BIP 0008.
- Ability to manage others and your own workload
- Strong communication and analytical skills are a must as you will be interpreting and communicating organisational information.
- Outstanding organisation planning and administrative skills and be able to work flexibly as part of a team.

Qualifications

- Post-Graduate Diploma or Degree in a relevant subject area or equivalent

Decision Making

- 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

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • 5 roles • Information Governance Officer, Access to Information Officer and Freedom of Information Officer <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes/No</p> <p>Responsible for Council information assets of unquantifiable value but which the organisation relies onto carry out statutory services</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)

- All officers with the Council
- Members
- ICO
- Members of the Public for FOI
- Members of staff for SAR requests

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

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