



Role Profile

Job Title: Information Governance Officer	Role Profile Number: RTH50
Grade: Q	Date Prepared: 04/11/21
Directorate/Group: Enabling, Digital & Business Change	Reporting to: Information Governance Manager
Structure Chart attached:	No

Job Purpose

1. The Information Governance Officer is responsible for helping the Council meet its obligations with regards data protection law, including the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the Freedom of Information Act.
2. The role supports the Statutory Data Protection Officer (Information Governance Manager) in developing, implementing, embedding and enforcing information governance policies and processes.
3. The post holder will work closely with all Council functions, providing advice, support and guidance to help ensure organisational compliance with all information governance and management related legislation and regulatory standards.
4. Under the guidance of the Statutory Data Protection Officer and the Caldicott Guardian, the post holder is expected to play a full part in the Information Governance process. This includes promoting information risk awareness and a culture of openness throughout the Council so that robust information governance becomes an integral part of daily work.

Key Accountabilities

1. Managing the Council's Data Breaches, including ICO reporting and actively working to reduce them through a program of improvements
2. Work with litigation to resolve cases reaching court
3. Maintain the Council's Information Asset Register (Article 30 Record of Processing Activity) and provide training and advice to Information Asset Owners on their responsibilities in relation to this.
4. Support Information Asset Owners to create and maintain data flow maps.

5. To lead the incident reporting process for information governance related incidents. The post holder will investigate incidents, help Information Asset Owners determine root causes of incidents occurring and advise on improvements required to prevent breaches occurring in the future.
6. Assist other services with Information Governance related investigations, for example HR.
7. Prepare management information on data incidents and breaches for the Statutory Data Protection Officer, including number, types of incidents and trends.
8. To lead the Record of Processing Activities (RoPA) and Data Protection Impact Assessment (DPIA) processes, providing support and advice to Information Asset Owners and service areas in completing RoPA's and DPIAs.
9. To lead in ensuring Information Asset Owners and service areas create, update and maintain Privacy Notices by providing support and advice to them when undertaking new processing activities.
10. Provide advice and guidance to other staff in relation to interpretation of complex Information Governance policies, regulations and processes.
11. Supporting with requests for disclosure of information, for example completing Subject Access Requests and necessary redactions and Freedom of Information requests.
12. Contribute where appropriate to the development and maintenance of Freedom of Information, Caldicott, IT Security and Information Governance Strategies and Policies.
13. Contribute to the completion of the Council's Public Services Network Code of Compliance submission and NHS Data and security Protection Toolkit.
14. Contribute to the development and review of Information Governance training materials and programmes, and to assist with the delivery of such programmes.
15. To assist the Statutory Data Protection Officer with all requirements in relation to Data Protection, Freedom of Information, RIPA and the Surveillance Camera Commissioner.
16. To deputise on appropriate aspects of Information Governance in the absence of the Statutory Data Protection Officer, commensurate with the grade for the role.

Knowledge & Experience

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

- Experience of working in an Information Governance related role, for example experience in managing data incidents and breaches and providing support to services to complete Data Protection Impact Assessments.
- Detailed knowledge of main issues and influences affecting the services allocated to this post.
- Evidence of knowledge and understanding of current Information Governance, Data Protection law, practice and guidance
- Comprehensive knowledge of the principles and practice of:

- o Excellent, positive customer service
- o communication collaboration with others
- o ability to develop and maintain positive relationships
- o continual improvement using an evidence- based approach
- Ability to identify, understand and clearly explain principles of data protection and in-formation governance legislation.
- Ability to influence senior and other staff.
- Experience in dealing with complex and confidential issues.
- Excellent organisation skills and able to work under pressure and deliver to tight timescales
- 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
- Excellent record keeping skills.
- Ability to deal with sensitive and sometimes distressing information in connection with the role.

Qualifications

- You will have a recognised data protection qualification

Decision Making

- The post holder will be required to risk assess information incidents and requests.
- Determine how a request for information should best be answered in accordance with the DP and FOI legislation.
- The post holder will need to make decisions on working practices and procedures for themselves and others across the organisation.

Creativity and Innovation

- Ability to analyse and interpret complex requests for information and support and respond quickly to requests from services areas, other organisations and the public.
- The post holder will be looked to for innovative solutions and implementation of established solutions in the Information Governance arena; sometimes implementing national best practice and at other times developing solutions for Swindon.

- Assist in the promotion and development of DP and FOI awareness through corporate training and training overviews delivered at team meetings.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • None <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • The role will involve delegating and sharing work with the Access to Information Officer(s), as well as mentoring these posts to develop in areas of Information Governance as required. 	<p>Budget Holder</p> <p>Asset Responsibility:</p>	<p>No</p> <p>The officer will advise others on protection and proper handling of 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 Statutory Data Protection Officer for line management
- The post holder will need to build positive relationships with Members, Officers, Partners and Internal and external customers.
- Providing subject matter expertise across the whole of the Council

- Influencing management, elected members and partner stakeholders to ensure a compliant approach to data protection is adopted and maintained in respect of all Council information assets

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.

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