Job Profile

JOB TITLE:	Information Governance Officer
GRADE:	POA
POST NO:	31241 and 31242
JOB TIER:	5 (non-management)
DBS CHECK:	Not required
GROUP:	Tegnology / Information Governance
SERVICE:	Corporate Services

REPORTING STRUCTURE

Reports to:	Information Governance Manager
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

The postholder will support the development, management and delivery of the Council's information governance strategy and work programmes. The role will help services manage data processing practices, comply with statutory requirements and apply information governance legislation, policies and standards in a practical and consistent way.

The postholder will support the Council by helping services manage information law compliance, data protection risks, records management obligations, information sharing arrangements and statutory information rights requests in a clear, timely and proportionate way.

A. Job Description

Information Governance Officer

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1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be a requirement to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- Support information governance assessments, strategies, roadmaps, organisational design and programme implementation across records management, privacy, information security and information technology, helping to ensure that privacy by design and default is considered in service activity and change programmes.

- Play a key role in advising services on the maintenance of Records of Processing Activities, helping each service area within the council to keep documentation accurate, current and aligned to statutory record keeping requirements.

- Develop standards, processes and best practice materials for data and information governance, ensuring that services understand how to apply legal requirements in a practical, consistent and sustainable way as data protection law and guidance evolves.

- Provide support for internal audits and compliance reviews relating to data protection, records management and information governance, helping auditors and services identify gaps, agree actions and track improvements.

- Promote accountability for key data assets by helping to define and formalise roles and responsibilities. Provide guidance to Information Asset Owners and data protection champions so that they understand their responsibilities, set realistic objectives and manage information risks effectively.

- Support high risk data protection impact assessments and privacy risk assessments, helping services to identify, record and manage risks so that appropriate controls are agreed and risks are minimised or mitigated wherever possible.

- Handle a personal caseload of complex information governance matters, including complaints, incidents and breaches relating to the Data Protection Act 2018, the UK General Data Protection Regulation and Council information governance policies and procedures.

- Support the handling of statutory information rights requests, including Freedom of Information requests, Environmental Information Regulations requests, subject access requests and requests for internal reviews, ensuring that responses are coordinated, accurate and completed within statutory timescales.

- Provide advice and support on information sharing arrangements, data sharing agreements, privacy notices and lawful processing requirements, ensuring that services document decisions clearly and manage risks before personal data is shared.

- Support services to apply records retention, disposal and archiving requirements, helping to ensure that records are accurate, accessible, retained for the correct period and securely disposed of when no longer required.

- Support the triage, investigation and escalation of information incidents and potential personal data breaches, ensuring that evidence, decisions, risk assessments and actions are recorded accurately and escalated in line with Council procedures.

- Contribute to information governance reporting, dashboards and assurance updates by maintaining accurate records of risks, actions, incidents, requests and compliance activity.

- Assist with the review, update and communication of information governance policies, procedures and guidance, ensuring that they remain accessible, current and aligned with legislative and organisational requirements.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Primary contact will be with other officers within the Council, and service users.

- External contact may include providers of information technology services, partner organisations, regulators and other public bodies where required for information governance matters.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

- Participate in the councils emergency planning arrangements / rota.

9. Key Performance Indicators

- Delivery against any agreed Service Levels.
- Delivery against allocated budgets and MTFF saving targets.
- Delivery against agreed PADA objectives

This profile/JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

B. Person Specification

Information Governance Officer

This person specification will be used for recruitment to the Information Governance Officer vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	**ESSENTIAL**	**DESIRABLE**
Degree level qualification or equivalent experience in information governance, data protection, records management, information management, law, compliance or a related field.	☒	
Evidence of continuing professional development in information governance, data protection, records management or compliance.	☒	
Relevant professional qualification or training, for example UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018, Freedom of Information Act, records management, Information Governance Practitioner, or equivalent.		☒
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	**ESSENTIAL**	**DESIRABLE**
Understand confidentiality, data protection and information security responsibilities when handling sensitive personal data and special category data.	☒	
Ability to work flexibly to meet the needs of the service, including some out of hours work as required.	☒	
3. EXPERIENCE	**ESSENTIAL**	**DESIRABLE**
Experience of supporting information governance risk assessments, data protection impact assessments, incident reviews or breach investigations.	☒	
Experience of applying data protection, confidentiality, records management or information governance policies in a practical service environment.	☒	
Experience of supporting or managing statutory information rights requests, including Freedom of Information requests, Environmental Information Regulations requests, subject access requests or internal reviews.	☒	
4. KNOWLEDGE & SKILLS	**ESSENTIAL**	**DESIRABLE**
Ability to provide clear, practical advice to services on information governance requirements.	☒	
Ability to assess risk, identify proportionate controls and maintain accurate records of decisions and actions.	☒	
Strong written and verbal communication skills, including the ability to explain complex requirements in plain English to colleagues, managers and service users.	☒	
Ability to manage competing priorities and meet statutory or organisational deadlines.	☒	
Knowledge of supporting audits, compliance reviews or assurance activity relating to data protection, records management and information governance.	☒	

Awareness of digital investigation principles and the importance of evidence handling, audit trails and secure records in incident investigations		☒
Knowledge of UK data protection legislation and associated requirements, including the UK General Data Protection Regulation, Data Protection Act 2018, Freedom of Information Act 2000, Environmental Information Regulations 2004 and records management principles.	☒	

Our values

Respect
We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative
We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient
We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity
There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest
We are transparent in the actions and decisions we take. We provide a safe space to have truthful discussions in a positive way. We encourage constructive feedback without fear of judgement.