Grading
Job Description and Employee Specification

Job title: Information Governance Officer	**Service area:** Outcomes
Post number: GPCS2109-01	**Division:** Legal and Information Governance
Grade: 5	**Section/team:** Information Governance

Overall purpose of job:

To support the delivery of Information Governance, by realisation of the council's Information Governance Framework and other agreed plans and outcomes, through the provision of a defined range of expertise, advice and support in relation to Information Governance.

To support the provision of Information Governance and Data Protection Officer support to external partners under an SLA agreement.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

Support the council's response to the Information Governance agenda and its statutory requirements for all council services, and for other organisations as may be agreed.

1. Provide support for:
   - The Request for Information process.
   - The management of paper and digital records across the council, including the supporting the management of the Record Store.
   - The production of policy and procedure information.
   - The production of statistical information and carrying out analysis.
   - Supporting Information Governance projects.
   - Resolution of straight forward Information Governance issues.
   - Information Governance research.
2. Assist with the implementation of systems and processes required to manage requests for information to ensure compliance with legislation, and consistency across the council.
3. Support the co-ordination of requests for information ensuring responses are issued to statutory deadlines.
4. Assist with the upkeep and review of the Information Governance Framework and other related policies are adhered to council-wide.

5. Assist the corporate lead with keeping Information Governance approaches up to date, researching new legislation and updates to existing legislation and by assisting with the update of council policies where required.
6. Create and maintain Information Governance request logs and assists with the production of statistics.
7. Support the management of the council's Corporate Record Store and the management of electronic records to ensure compliance with good practice and legislation.
8. Support the preparation of Information Governance training materials and ensuring training logs are kept to show training is carried out where agreed.
9. Support initiatives and projects, which result in better Information Governance, such as those about managing records, responding to requests for information and information security.
10. Ensure confidentiality across the council and external partners in accordance with relevant Data Protection rules.
11. Support the wider functions within the ICT Service to ensure an integrated approach to Information Governance and IT.
12. Undertake such other duties as may be reasonably expected at this level.

Knowledge, skill and experience:

1. Experience of supporting Information Governance in a large organisation, preferably local government or a health organisation.
2. Knowledge of the legislative requirements relating to Information Governance.
3. Ability to apply knowledge of Information Governance to deliver an effective and efficient service covering;
    - Information Governance legislation, national thinking, council policy and external partner policy, including
        i. General Data Protection Regulation/Data Protection Act 2018
        ii. Freedom of Information Act
        iii. Environmental Information Regulations
    - Project management
    - Information Governance Research
    - Records Management – Hard Copy and Digital
    - Training package creation
4. Experience in customer service skills and ability to deal with a varied customer base.
5. Experience in the use of office systems both manual & IT based with the ability to operate, design and implement systems.
6. Good communication, negotiation, problem solving and persuasion skills. Able to deal confidently with a range of people at all levels, maintaining confidentiality and discretion.

7. Good oral and written communication including the ability to produce letters, reports and documentation to a high standard, including the ability to draft reports such as performance reports; lead workshops, give presentations and deliver training sessions.
8. Good working knowledge of project management principles.
9. Ability to investigate and report on new Information Governance areas, organising and undertaking research as appropriate.
10. A grasp of current Information Governance issues, developments, legislation, trends and national thinking.
11. Experience of working in a complex environment to strict deadlines.
12. Ability when under pressure to apply calm and logical reasoning and diagnostic skills.
13. Strong organisational and time management skills with an ability to prioritise workload.

Creativity and innovation:

1. Within guidelines apply creativity and innovation to resolve IG matters to provide prompt and accurate advice, resolution of Information Governance issues and the development of new processes and standards within a general framework of IG policies, procedures, regulatory frameworks and standards and direction from experienced colleagues and managers.
2. Resolves basic information security incidents and supports the implementation of improved ways of working across the council.
3. Supports the implementation of new Information Governance projects under supervision.
4. Development of Information Governance intelligence reports to support organisational change and improvement in Information Governance service provision directed by more senior colleagues.
5. With support deal with diverse non-routine, planned and unplanned Information Governance issues and, using judgement responds creatively to customer requirements for which there may be no precedent.
6. Continuously work to timescales and deadlines, managing competing priorities, ensuring work is turned round in a timely and thorough manner.

Contacts and relationships:

Establish and maintain critical role specific stakeholder relationships through providing support and advice to a range of Information Governance issues, supporting existing Information Governance requirements for Councils/schools/partners; and supporting Information Governance change / development projects.

1. A broad range of internal and external contact is required to carry out the role. This will include regular contact with Senior Management, elected members and operational staff, as follows:
    - Council Management – Frequent contact to discuss and approve request for information requests and responses on a daily basis.

- Service Area Managers – Frequent contact. Ensures service managers adhere to corporate Information Governance policies, processes and standards, and yet remains a trusted professional advisor, monthly
- Elected Members – Infrequent contact, dealing with issues as required and preparing/delivering briefings.
- Information Governance Staff – Regular contact in relation to daily duties and the successful completion of support, development and innovative tasks.
- Internal/External Audit – Infrequent contact on specific Information Governance issues/audits as required.
- Peer Groups/External Organisations – Frequent contact to carry out daily duties that involve them and infrequent contact to represent the council by attending national and regional groups, daily basis
- Other Public Sector Groups – Infrequent contact. Builds and sustains working relationships with a variety of groups, identifying common issues/opportunities and initiating collaboration.

2. Assists with supporting project teams where there are conflicting priorities and requirements across the Services.
3. Complainants and those reporting security incidents and data breaches may do so face to face, by telephone or by written communication and this can involve highly confidential and sensitive issues that require careful and discrete handling, weekly.
4. Individuals making requests for information, either personal information or public information – to be handled with tact and discretion, weekly basis.

Decision making:

1. Make efficient and effective decisions at the appropriate level which require detailed assessment of the individual circumstances to provide appropriate solutions, whilst working within general ICT/IG guidelines or ICT/IG policies, procedures and standards.
2. Provide effective solutions and recommendations on the most appropriate course of action in relation to a range of Information Governance related matters.
3. Deputise for the Information Governance Officer in deciding on the level of importance of enquiries or other communications and when to seek advice from more senior Officer or Legal Services, to ensure that the correct action is taken.
4. Use judgement to determine the correct course of action in the event of an Information Governance issue or immediate problem, therefore providing assistance to a range of individuals on a range of corporate matters and managing the matter to a conclusion.
5. Identify where statutory and governance requirements may be being breached and deciding on appropriate actions.
6. Contribute to the development of Information Governance policies, processes and operational procedures.
7. Responsible for decisions which will have an effect on the reputation of the council and the efficient provision of the Information Governance service for the Council and its partners.
8. The post holder will be expected to make more complex decisions, in the absence of the Information Governance Advisor

9. Errors of judgement can have immediate and serious effects on the reputation of the council and could result in a monetary penalty up to £18 million.

Responsibility for resources:

Financial resources:

None.

Physical resources:

1. Office equipment including laptop (£1000) and mobile phone/smart phone that is away from the work base approximately 80% of the working week.
2. Key holder for the Corporate Record Store with responsibility for the safekeeping of the building and/or rooms used to store the records and associated equipment including trolleys and steps up to a value of approximately £2000. Would be called out in an emergency, such as in response to a break-in. Loss of or inappropriate access to the records can have immediate and serious effect on the council's reputation and could result in a monetary penalty up to £18million.

WORK ENVIRONMENT

Work demands:

1. Reprioritisation of work due to changes in council service areas' or other organisation business needs and policy, often externally driven by government legislation or external funding.
2. Must discern interdependencies between different projects and pieces of work.
3. Prioritises and allocates own time and project resources to get the best fit with changing and conflicting deadlines and demands outside the control of the post-holder.
4. Requests for impromptu advice and interpretation of the law on a regular basis, from all levels in the organisation.
5. The role has a wide scope and the post holder has to frequently respond to changing demands and deadlines.
6. Prioritises and allocates own time and project resources to get the best fit with changing and conflicting deadlines and demands outside the control of the post-holder.

Physical demands:

Normal physical effort.

Working conditions:

1. Although Church Square House will be the official base it is necessary to work in other departments, so the post holder will be expected to spend a large amount of time working with customers at their site. Additional accommodation is provided around North Lincolnshire that is expected to be used on a regular basis. This demands that the post holder is organised and has access to everything they need at the right time.
2. Agile multi sites able to travel and work flexible hours in line with business need which may include evening and weekend working on occasions.

Work context:

Minimal risk, with ability to travel and work flexible hours in line with business need.

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Position in organisation:

Indicate how many staff the post is directly accountable for: 0

In addition the postholder will manage time-limited teams drawn together from several of the council's service areas to develop or co-ordinate the implementation of strategic initiatives and leads a team of Information Governance Co-ordinators from a functional perspective.

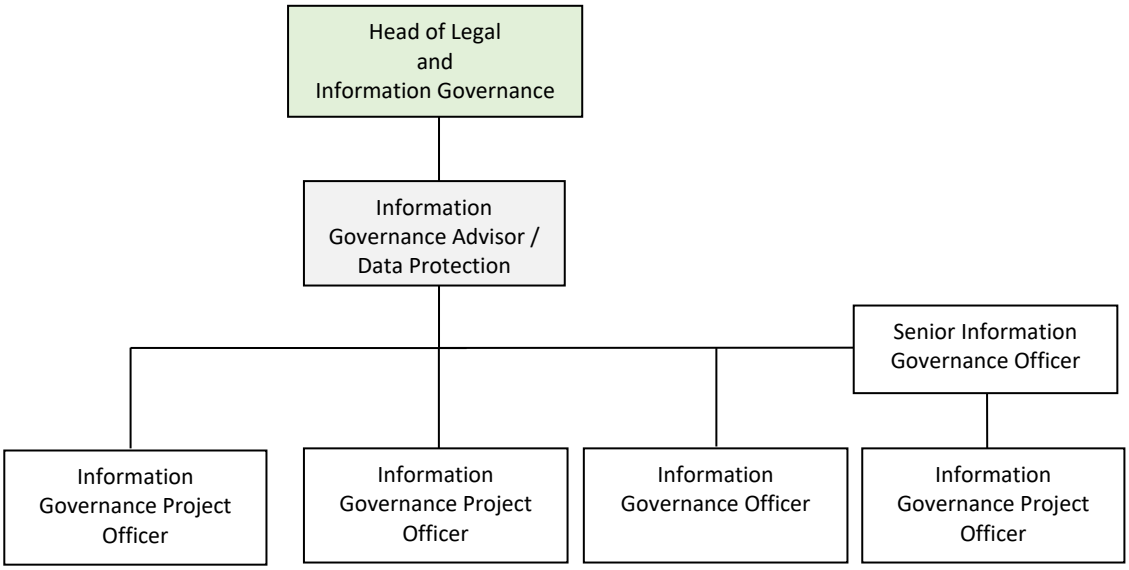
Are posts in more than one location? Yes ☐ No ☐

Is this at the same site? No Are the posts managed highly mobile? Yes

Is the supervision/management shared with another post in the structure? Yes ☐ No ☐

Please indicate which post(s) _____

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Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Fluent in oral and written English. • Good oral and written communication including the ability to produce letters, reports, and documentation to a high standard, including the ability to draft reports such as performance reports; lead workshops, give presentations and deliver training sessions. • Good communication, negotiation, problem solving and persuasion skills. Able to deal confidently with a range of people at all levels, maintaining confidentiality and discretion. • Experience in customer service skills and ability to deal with a varied customer base. • Strong organisational and time management skills with an ability to prioritise workload and use own initiative. • Ability when under pressure to apply calm and logical reasoning and diagnostic skills.	
Knowledge, Skills and Experience	**Interview**
•	
Education, Training and Qualifications	**Original documents**
• Good level of literacy and numeracy - you must have the ability to converse easily with customers / clients and be able to provide advice or guidance in accurate spoken English.	
Working Arrangements	**Interview**
• Working to multiple deadlines, balancing effort between activities to achieve best outcomes. • Ability to transport self between office bases as directed.	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Experience of supporting Information Governance in a large organisation, preferably local government or a health organisation. • Local Government or similar public sector experience. • Records management experience. • Good working knowledge of project management principles. • Experience of working in a complex environment to strict deadlines. • A good understanding of Information Governance legislation, such as Data Protection legislation or Freedom of Information / Environmental Information Regulations.	

• Experience in the use of office systems both manual & IT based with the ability to operate, design and implement systems.

Knowledge, Skills and Experience	Interview
• Ability to investigate and report on new Information Governance areas, organising and undertaking research as appropriate. • A grasp of current Information Governance issues, developments, legislation, trends and national thinking.	
Education, Training and Qualifications	**Original documents**
• Qualification relevant to Data Protection, Freedom of Information / Environmental Information Regulations.	
Working Arrangements	**Interview**
• Ability to work flexible hours in line with business need. • Agile multi sites. • Adaptable and flexible.	

THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ☐	**No** ✓
Political restriction	
Yes ☐	**No** ✓
The ability to speak fluent English under the Immigration Act 2016	
Yes ✓	**No** ☐

• Version Control	
Author	HR Policy Team
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