Job Profile comprising Job Description and Person Specification

Job Description

Job Title:	Grade:
Senior Information Governance Officer	PO5
Section:	**Directorate:**
Resident Engagement	Chief Executive's Group
Responsible to following manager:	**Responsible for following staff:**
Information Governance Manager and Deputy DPO	Information Governance Officer
Post Number/s:	**Last review date:**
1	February 2021

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement (SSA) between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

- Ensuring both Councils have an effective and efficient Information Governance policies, processes and controls in place, that are continually reviewed to ensure compliance in terms of statutory obligations, Information Commissioners Office (ICO) guidance and best practice.

- To support to the Information Governance (IG) Manager and Deputy Data Protection Officer (DPO) in fulfilling the statutory role and responsibilities of the DPO.

- To provide direct support to the Information Governance (IG) Manager and Deputy DPO, as well as working across Directorates including specifically with the Information Security (IS) Team and Directorate IG Leads on the wider IG improvement agenda's implementation and promotion.

Specific Duties and Responsibilities:

- To support the IG Manager and Deputy DPO in the ongoing review and updating of both Councils information governance policies, processes and procedures as well as promotion and adherence to them.

- To support the IG Manager and Deputy DPO in the delivery of the IG improvement agenda. Keeping abreast of changes in legislations, guidance and best practice and ensuring this is fed into the IG forward plan.

- Taking the lead on specific IG projects to ensure delivery of the ongoing IG improvement agenda.

- To support to the Information Governance (IG) Manager and Deputy DPO in fulfilling the statutory role and responsibilities of the DPO including:

  o To use their expert knowledge to provide advice and act as one of the key contacts for data subjects, staff, senior managers (including the Deputy DPO, DPO and Senior Information Risk Owner (SIRO), elected councillors and the Information Commissioners Officer (ICO) on queries. Ensure responses are in line with legislative requirements.

  o To lead on carrying out Data Protection Audits to monitor and evaluate processing activities and ensure they comply with statutory regulations and both Councils IG policies and procedures. To keep the Deputy DPO informed of areas of risk and develop mitigating actions.

  o To provide specialist input and guidance in relation to Data Protection Impact Assessments (DPIAs). Supporting directorates across both Councils in undertaking DPIA's and making recommendations to the DPO in relation to sign off. Proactively identifying potential gaps or instances where DPIA's need to be carried out.

  o To lead on managing and responding to information rights casework under the data protection legislation.

  o To develop new policies, update procedures and internal guidance when necessary in relation to the processing of personal information, including reviewing contracts and data sharing agreements with third parties.

- o To support the Deputy DPO and IS team in handling data protection incidents or breaches promptly.

- o To support the development and delivery of IG training and working with Information Security to raise awareness across the SSA of data compliance.

- o To contribute to reports, provide statistical analysis and make recommendations on data protection compliance with relevant legislations and training to relevant Council and IG governance arrangements (Committee, Directors Board, IG Strategic Board, IG and Security Forum and related working groups etc) as required.

- To provide effective management of staff, including recruitment, training, development and appropriate application of policies and codes of practice on staffing matters.

- To build effective working relationships and promote the information governance improvement agenda across the organisation and with senior managers. In order to embed policies, procedures and improvement program across the day to day activities of the organisation.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety

- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems

- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.

- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.
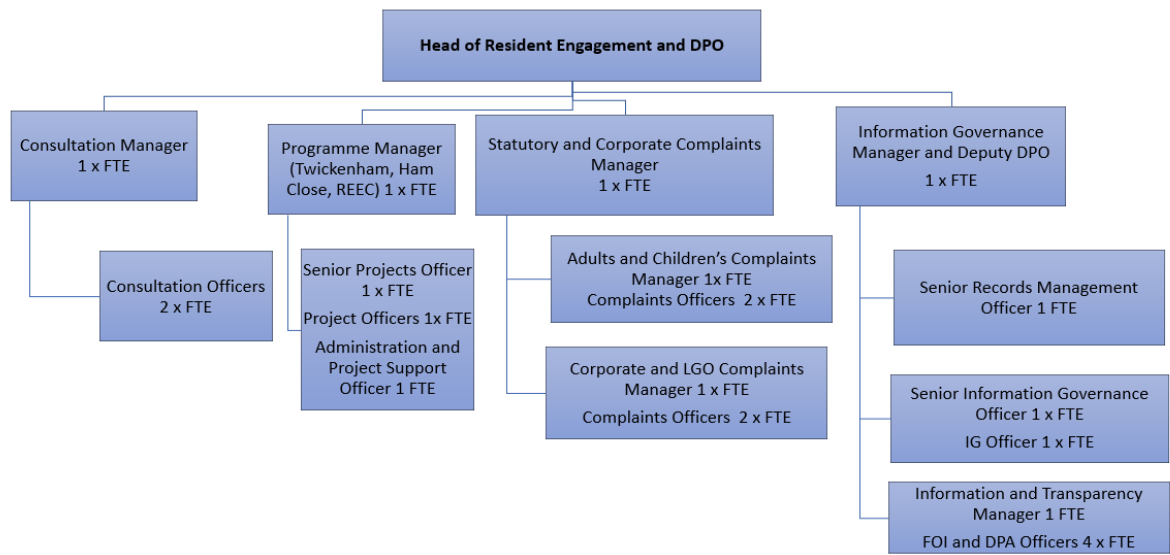
Additional Information

- Post holder will be expected to work flexibly across two locations (Wandsworth and Richmond).

Current team structure

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                    │  Head of Resident Engagement and DPO  │
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Head of Resident Engagement and DPO

Consultation Manager
1 x FTE

Consultation Officers
2 x FTE

Programme Manager (Twickenham, Ham Close, REEC) 1 x FTE

Senior Projects Officer 1 x FTE

Project Officers 1x FTE

Administration and Project Support Officer 1 FTE

Statutory and Corporate Complaints Manager
1 x FTE

Adults and Children's Complaints Manager 1x FTE
Complaints Officers 2 x FTE

Corporate and LGO Complaints Manager 1 x FTE
Complaints Officers 2 x FTE

Information Governance Manager and Deputy DPO
1 x FTE

Senior Records Management Officer 1 FTE

Senior Information Governance Officer 1 x FTE
IG Officer 1 x FTE

Information and Transparency Manager 1 FTE
FOI and DPA Officers 4 x FTE

Person Specification

Job Title: Senior Information Governance Officer	Grade: PO4
Section: Resident Engagement	Directorate: Chief Executive's Group
Responsible to following manager: Information Governance Manager and Deputy DPO	Responsible for following staff: Information Governance Officer
Post Number/s: 1	Last review date: February 2021

Our Values and Behaviours

- The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

- **Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.
- **Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.
- **Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Excellent working knowledge of relevant information governance, data protection and information security legislation, codes of practice and best practice.	A, I
Experience	
Successfully working with colleagues from all levels of seniority across a complex organisation to develop and implement corporate policy, processes and controls in relation to information governance, data protection or information security.	A, I
Providing specialist advice, deliver training and provide information to support the successful operation and adherence to information governance, data protection and information security policy, processes and controls.	A, I
Experience of liaising with the Information Commissioner's Office	
Substantial practical experience of dealing with information compliance issues in a complex organisation, including responding to and managing information rights casework under the data protection legislation and providing best practice advice to colleagues	A, I
Practical experience of directly undertaking and supporting colleagues in undertaking DPIA's, drafting DSA, undertaking Data Protection Audits.	
Practical experience of using tools such as Office 365, Sharepoint and other IT applications to support information governance, data protection and information security to embed best practice and compliance.	A, I
Experience of managing staff	A, I
Skills	
Ability to analyse and interpret complex information effectively in order to draw sound, evidenced conclusions	A, I,
Ability to work effectively in a political environment and build positive relationships with senior managers, staff, external partners and occasionally councillors in a way that establishes confidence, credibility and trust	A, I
Confidently communicate and influence colleagues from all levels of seniority in order to deliver a information governance improvement agenda and all key aspects of the role	A, I
Experience of working on own initiative with minimal supervision to create	A, I

innovative solutions; recognising when to escalate matters through the management chain	
Ability to organise and prioritise own workload, to work under pressure and meet deadlines	A, I
Good oral and written communications skills in order to present the Council's case effectively and to produce clear guidance and information for different audiences	A, I
Experience of working effectively as part of a team	A, I
Qualifications	
Relevant degree; relevant professional certification / qualification; or evidence of continued study in the areas of information governance, data protection, information assurance and information security.	AI

A – Application form
I – Interview
T – Test
C - Certificate