

Employing council



Job Title	Senior Information Governance Officer
Grade	Havering Grade XXX, Newham PO Scale 7 SP43-46 (TBC)
Location	Newham, Havering. The post holder must be flexible and work across council sites

Accountable to	Head of Information Governance
Line management responsibility for	Up to 3 staff members
Job Purpose:	<p>Data Protection requirements are increasing constantly and with it the demand for good information governance. The Council recognises that resource is required to successfully deliver on its commitment in this area, led by the Data Protection Officer (Assistant Director of Information Assurance) and the Head of Information Governance.</p> <p>The purpose of the post is to provide operational support to the Head of Information Governance in the planning and development of an appropriate Information Governance function and to support leadership of the team.</p> <ul style="list-style-type: none"> • Provide the councils with expert advice and guidance on complex aspects of Information Governance to ensure regulatory compliance and information management best practice, including UK GDPR, DPA, and other relevant legislation. • Lead on the management of SARs, FOIs, EIRs and data protection breaches within the Authority. • Lead on complex questions regarding DPIAs and ISAs. • Produce and maintain documents of the Information Governance Framework, including: Guidance, Policies, Procedures, Forms, Privacy Notices, and Templates. • Support development of a robust information risk culture. • Deputise for the Head of Information Governance in their absence.

<p>1. Strategy and Planning</p>	<ul style="list-style-type: none"> • Oversee priorities for action, especially with regard to DPIAs, ISAs and breaches • Communicate lessons learned from ICO action and data protection breaches to relevant teams • Ensure the various components of IG are considered and prioritised on a risk based approach, in collaboration with the Cyber Security Team where required (Information Security, Data Protection, Data Quality, Freedom of Information and Records Management) • Keep abreast of developments in IG and keep up to date with the Information Commissioner’s Office (ICO) and other relevant guidance on good practice and standards, ensuring that such developments are considered by the Information Governance Board, where required, before being communicated
<p>2. Operations and Support</p>	<ul style="list-style-type: none"> • Act as a key contact point for escalated complex IG and data protection issues for the councils • Oversee specialist advice and guidance on Subject Access Requests (SARs), Freedom of Information Requests (FOIs) and Environmental Information Requests (EIRs), including reviewing sensitive requests to ensure compliance whilst maintaining the protection of personal and special category information • Provide an IG steer for the councils’ Transparency agenda by advising on the publication of FOIs and EIRs • Set up and Chair the Disclosure and Privacy Rights Group • Provide expert advice and guidance on Information Governance/Data Protection issues including current legislation to ensure information risks are managed successfully through ICO recognised standards and compliance with those standards • Produce and maintain the Information Governance Framework including: Guidance, Policies, Procedures, Forms, Privacy Notices, and Templates • Guide Information Asset Managers in maintaining Records of Processing Activities, as well as identifying information risks and relevant controls • Produce Information Governance monitoring reports as required • Develop and lead IG presentations and training workshops for council teams, tailored to the needs of the service • Oversee Data Breach management and investigation, including reporting on the investigation and outcomes • Oversee and provide specialist advice on complex issues on Data Protection Impact Assessments (DPIAs) for new projects, systems and information sharing • Oversee and provide specialist advice on complex issues of Information Sharing Agreements (ISAs) to ensure sharing complies with ICO standards

	<ul style="list-style-type: none"> Plan and oversee the promotion and implementation of effective policies, procedures, and compliance strategies in the field of IG, including records management, statutory compliance, information security compliance, data protection, data quality, information sharing and management arrangements. Ensure these are communicated effectively to key staff within the councils.
3. Systems and Process Development and Improvement	<ul style="list-style-type: none"> Identify and develop opportunities to improve practice, especially on complex IG issues Identify and develop policies and best practice in the various aspects of IG from across the councils and ensure they are applied consistently and across the organisations
4. Communication Partnership	<ul style="list-style-type: none"> Develop and maintain effective relationships with key stakeholders, in particular, Information Asset Owners and Managers, the Corporate Complaints Manager, colleagues with responsibility for disclosures, and relevant colleagues in IT Engage with peers in pan London data protection and information governance groups Plan and oversee implementation of processes for capturing customer satisfaction
5. Performance and Standards	<ul style="list-style-type: none"> Contribute to the development and maintain relevant KPIs to monitor the performance and improvement of the IG function
Key Performance Outcomes	<ul style="list-style-type: none"> Oversight provided for effective SAR, FOI and EIR case management Oversight provided for effective Breach management including cross-departmental relationship management, report writing and lessons learned materials Effective management and leadership of IG Working Groups, including Disclosure & Privacy Rights Group Development of Data Protection Champion role across the organisation Up to date and completed set of policies, procedures and guidance for IG Framework Oversight provided for appropriate information risk management
6. Resource Management	<ul style="list-style-type: none"> Management of 3 FTE IG Officers
Flexibility	<p>The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.</p>

Newham – Person Specification
(Not applicable to Havering posts)

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

	Criteria	Method of assessment
<p>Able to demonstrate and evidence a highly developed Competence in:</p>	<p>Essential</p> <ul style="list-style-type: none"> • High level of knowledge and understanding of information governance issues, best practice; industry trends and risks. • Experience as an Information Governance specialist with associated knowledge of governance, policy creation, and maintenance, as well as monitoring and compliance • Proven track record of maintaining, implementing, and embedding information governance policy in a large organisation • Proven experience in managing data breaches • Expert knowledge in individual information rights (IIR) advocacy • Experience of working within information risk frameworks • Experience in advising, managing, and protecting strictly confidential data and datasets or other classified data • Highly experienced in the understanding of, and practical experience of applying the Data Protection Act, UK General Data Protection Regulation, the Freedom of Information Act, and other related legislation, standards and codes of practice <p>Desirable</p> <ul style="list-style-type: none"> • Qualification in SAR and/or FOI management • Qualification in Records Management • Good knowledge of information security issues. 	<p>A/I</p>

<p>Able to demonstrate and evidence Knowledge and Experience in</p>	<p>Essential</p> <ul style="list-style-type: none"> • Minimum 2 years' work experience and ability to demonstrate extensive specialist knowledge in Information Governance/ Information Management • Evidence of continuing personal development in a discipline applicable to the post • Substantial expert and specialist knowledge of Information Governance • Specialist knowledge of the Freedom of Information Act 2000, Environmental Information Regulations 2004, Data Protection Act 2018 and GDPR, including experience of providing advice in these areas • Sound knowledge of records management and information governance requirements and procedures within the public sector including an understanding of how Information Governance relates to ICT systems • Experience of developing Information Governance policies, procedures, and guidance • Produces written communications, which are clear, fluent, concise, and jargon-free and are readily understood by intended recipient(s). Writes on complex issues and contributes to reports • Excellent IT skills. Can access, design and disseminate information/data through IT • Able to use own initiative and work with limited supervision while understanding the need to consult with line manager on occasions • Strong project management and excellent organisation skills • Flexible approach to working hours and leave taking arrangements to ensure service delivery • Understanding of and commitment to Equalities and Diversity Policy in both service delivery to the community, in relationships with colleagues and in employment practices • Ability to bridge the gap between technical and non-technical outcomes, people and tools; able to develop pragmatic solutions to facilitate desired business outcomes 	<p>A/I</p>
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	<ul style="list-style-type: none"> • Ability to make, support, and justify complex and high impact governance decisions, clearly explaining reasoning • Previous line management experience. • Able to form, maintain and strengthen effective relationships with key stakeholders <ul style="list-style-type: none"> • Able to advise and influence senior council officers and key stakeholders within the organisation <p>Desirable</p> <ul style="list-style-type: none"> • Local authority experience or other public sector organisation. • Experience of shared service set up. 	
<p>Behaviours and personal qualities</p>	<ul style="list-style-type: none"> • Ability to inspire, motivate, and engage officers across disciplines to deliver high performance and capability, while demonstrating the Council's values and behaviours, including commitment to diversity and inclusion. 	<p>Application/Interview</p>

Having Competencies
(Not applicable to Newham posts)

CORE COMPETENCIES		
Competency	Level	Criteria to be Evidenced (Description)
Achieving Results and Success	C	<ul style="list-style-type: none"> Evaluates and monitors performance Uses knowledge of social and political dynamics to achieve results Encourages organisational learning and continuous improvement Demonstrates integrity, fairness and consistency in decision making Sets demanding but achievable objectives for self and others Achieves results through effective management of self and others Identifies and manages risk Assumes personal responsibility for making decisions, identifying solutions and achieving the best possible outcomes
Communicating Openly and Effectively	C	<ul style="list-style-type: none"> Communicates complex information to others effectively Is a clear communicator, using influencing and negotiating skills when necessary Actively listens to, respects, and values the view of others Presents succinct, well-balanced information orally and in writing, with clear outcomes Sets up opportunities to influence others prior to decisions being made Facilitates discussions to achieve collective objectives Supports an open environment where teams are encouraged and developed, to enable them to communicate effectively
Delivering Excellent Customer Service	C	<ul style="list-style-type: none"> Is aware of, and challenges if necessary, organisational cultures that may lead to poor practice in safeguarding residents, customers, and colleagues

<p>Managing Personal and Organisational Change</p>	<p>C</p>	<ul style="list-style-type: none"> • Actively supports and implements strategic vision into practical and achievable plans • Thinks and acts innovatively and creatively to improve methods, systems, and outcomes • Notices opportunities for change and acts upon them • Manages and engages with change openly and willingly • Identifies barriers to change and works to influence others in overcoming them • Supports a culture that demonstrates a commitment to continuous improvement and development • Constantly reviews own and team's objectives to ensure they support long-term strategic objectives • Identifies and exploits own opportunities and those of the team to fulfil potential
<p>Planning and Implementing</p>	<p>C</p>	<ul style="list-style-type: none"> • Develops, monitors and adjusts plans as necessary • Leads projects and plans in area of speciality • Communicates the plans to appropriate staff/stakeholders • Uses appropriate range of tools and techniques to support planning and management of the process/project • Focuses on results and delivers outcomes • Shows determination and commitment • Shows flexibility
<p>Respecting Others</p>	<p>C</p>	<ul style="list-style-type: none"> • Contributes to a culture of Equality and Diversity • Empowers people to achieve best practice in this area • Adapts to different audiences • Demonstrates integrity and consistency in decision making • Ensures team members value diversity • Demonstrates clear and consistent promotion of equality and diversity • Ensures full access to services for all • Responds efficiently and appropriately where there is evidence of unfairness and challenges inappropriate behaviour • Respects confidentiality wherever appropriate • Upholds a high standard of fairness and ethics in words and actions

MANAGEMENT COMPETENCIES		
Driving Performance	2	<ul style="list-style-type: none"> • Implements delivery of strategic visions through realistic plans to drive performance • Reflects on performance standards and develops plans to improve them where standards are not met • Understands and considers the impact of both internal and external factors in performance • Addresses problems, does not personalise failure • Looks to reinforce learning and knowledge of others • Generates excitement for a course of action • Guides, develops and empowers staff to provide a seamless service delivery
Motivating Others	2	<ul style="list-style-type: none"> • Talks to staff to understand their aspirations and help them to achieve their goals • Encourage different views and perspectives • Shows confidence in the team and builds up others' confidence in it • Fosters motivation by leveraging the differences in staff's need for the right level of autonomy and control • Understands intrinsic and extrinsic motivation of their staff and delegates work accordingly • Responds efficiently and appropriately when there is evidence of lack of motivation
Operational Management	2	<ul style="list-style-type: none"> • Thinks of creative ways of obtaining/using resources • Gets things done and builds momentum • Seeks to automate efficient processes • Builds in performance and quality indicators • Prioritises effectively • Builds in contingencies to deal with the unexpected • Has systems in place to monitor progress • Drives efficiencies and seeks opportunities to deliver value for money and savings
Working Together	2	<ul style="list-style-type: none"> • Works cooperatively with other departments to develop and improve services • Seeks to understand what is critical to others • Delivers services in a way that reflects customer needs rather than organisational boundaries • Brings partners and projects together at the right time, in the right way • Fosters joint learning, training and problem solving

Empowering Leadership	2	<ul style="list-style-type: none">• Sets and communicates clear directions• Demonstrates awareness of own leadership style• Leads by example• Develops self and others• Inspires in others self-motivation to achieve goals• Empowers staff by recognising success• Has a clear vision, motivates and encourages the team
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