London Borough of Redbridge

London Borough of Redbridge
Role Description and Person Specification

Role Title:	Senior Information Governance Officer		
Directorate:	Resources	**Grade:**	35 to 38
Department:	Assurance	**Hours/weeks:**	36 Hours / 52.14 Weeks
Function:	Information Governance	**Post number:**	TBC
Team:	Information Governance	**Base/location:**	Lynton House
Reports to:	Information Governance Manager		
Responsible for:	Information Governance Officer and for the supervision of workers, trainees and work placement staff on occasion		

Role and Context

Overall Role Purpose:	• Provide LBR with expert advice and guidance on complex aspects of information governance to ensure regulatory compliance and information management practice including GDPR • 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 of the Information Governance Framework, including: Guidance; Policies; Procedures; Forms; Privacy notices and Templates • Deputise for the Information Governance Manager in their absence
Role Context:	Data Protection requirements are increasing constantly and with it the demand for good information governance. The Council recognises that further resource is required to successfully deliver on its commitment in this area, led by the Data Protection Officer and Information Governance Manager.

Key Accountabilities and Result Areas

1. Strategy and Planning	• 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 at LBR • Ensure the various components of IG are considered and prioritised on a risk based approach (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 Commissioners Office (ICO) and other relevant guidance on good practice and standards, ensuring that such developments are considered by the IGB, if necessary, before being communicated
2. Operations and Support	• Act as a key contact point for escalated complex IG and data protection issues for LBR • 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 Council's Transparency agenda by advising on the publication of FOIs and EIRs • 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 keeping their entries on the Record of Processing Activities up to date • Produce Information Governance monitoring reports as required • Develop and lead IG presentations and training workshops for LBR 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 • Plan and oversee and the promotion and implementation of effective policies, procedures and compliance strategies in the field of IG, including record management, statutory compliance, information security compliance, data protection, data quality, information sharing and management arrangements. Ensure these are communicated effectively to key staff within LBR
3. Systems and Process Development and Improvement	• Identify and develop opportunities to improve practice at LBR, especially on complex IG issues • Identify and develop policies and best practice in the various aspects of IG from across the Council and ensure they are applied consistently and across the organisation
4. Communication Partnership	• Develop and maintain effective relationships with key school stakeholders, in particular, Information Asset Managers, the Corporate Complaints Manager, colleagues with responsibility for disclosures and relevant colleagues in IT • Engage with peers in pan London privacy groups • Plan and oversee implementation of process for capturing customer satisfaction
5. Performance and Standards	
Key Performance Outcomes	• 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
6. Resource Management	
Corporate Accountabilities	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
Flexibility	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.

Person Specification		
Knowledge & Experience	*Method of candidate assessment: A = Application form I = Interview T = Test*	A - I - T
Statutory or Mandatory qualifications:	No Mandatory Qualification required	A/I
Educational Ability	• Related degree or minimum 2 years' work experience to demonstrate extensive specialist knowledge and experience in subject matters, including GDPR/DPA • A strong academic and practical background specialising in IT Governance / IT Management issues in particular	A A
Key Subject or Content Areas (inc: Desirable Qualifications)	• Evidence of continuing personal development in a discipline applicable to the post • ISEB Certificate in Data Protection or equivalent • Qualification in SAR and/or FOI management or equivalent experience • Qualification in Records Management (desirable)	 A A
Knowledge / Experience: Record management and information governance within the public sector	• 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	A/I A/I A/I A/I A/I A/I A/I A/I
Skills / Abilities: customer engagement	• Able to form, maintain and strengthen effective relationships with key stakeholders • Able to negotiate to ensure that commitments can be delivered within existing resources • Able to advise and influence senior council officers and key stakeholders within the organisation	A/I A/I A/I
Skills / Abilities: training	• Experience of preparing training and reference materials and delivering presentations and training to small and large groups at all levels, including senior managers	A/I
Corporate Behaviours	• The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development, Redbridge expects employees of all levels to be continuously developing these core behaviours	I
Effective and Collaborative Team Working	• Able to work in a public service context and an awareness and appreciation of the culture and approach to delivery in a public service context • To take responsibility for personal development and actively participate in all learning and development • To participate in the ongoing development, implementation and monitoring of service plans • To support and contribute to value for money, service efficiency and improvement • Flexibility to undertake a range of different tasks, as and when necessary	A/I A/I A/I A/I A/I

Working Pattern and travel	• Standard office hours, with occasional requirement to attend evening meetings • Need to be able to travel around the borough	A/I A/I
Safeguarding and Disclosure	n/a	
Special Factors or Constraints	n/a	

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Last Reviewed:	12/06/2020

LONDON BOROUGH OF REDBRIDGE
RD/PS ADDITIONAL INFORMATION FOR JOB EVALUATION

Role Title:	Information Governance Officer		
Directorate:	Resources	**Grade:**	TBC by Evaluation
Department:	Assurance	**Hours/weeks:**	36 Hours / 52.14 Weeks
Function:	Information Governance	**Post number:**	TBC
Team:	Information Governance	**Base/location:**	7th floor Lynton House

Key areas for decision making:

Please describe the decisions that the job holder will be expected to make themselves in the course of their job, and those they will be expected to refer to others, including their manager.

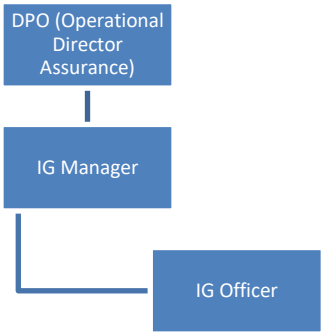
Please give three examples of decisions that the job holder will make themselves. These should be in relation to the most important responsibility statements	• Provide expert knowledge and guidance on a variety of aspects of IG ensuring that the advice is accurate and relevant to their needs; issues to be escalated and signposted to IG Manager or DPO where relevant • Prioritise between requests for support from multiple stakeholders including potential serious information breaches • Ensuring the content and delivery of training courses and materials are fit for purpose and comply to the latest IG standards
Please give details of any legislation, policy, process or procedure that are referred to or worked within in order to make decisions. Include: Interpretation of external legislation sources; Compliance with external legislation/frameworks; and Fulfilment of internal policy & protocols	• Interpretation of Freedom of Information Act 2000, Environmental Information Regulations 2004, Data Protection Act 2018 and GDPR and associated guidance • Compliance with ICO frameworks • Interpretation of LBR policy
Please give three examples of decisions that the job holder will refer to others. State who is responsible for each decision	• Consult with IG Manager or DPO on final responses to the ICO • Refer high level information risks identified during consultations with colleagues to the IG Manager and/or DPO • Consult with DPO on data breach investigations

Role Dimensions

Does the job holder have any financial responsibilities?

a) Please give details of the budget, grants and contract responsibility, both directly and indirectly relevant to the job. Please give financial amounts for each individual budget and explain the job holder's involvement.	N/A
b) Does the job holder have sole responsibility for any financial aspect? If shared, who with and who makes the ultimate decision?	N/A

Does the job holder have any responsibility for physical resources?

a) Please give details if the role is personally responsible for the proper use and safekeeping of equipment, stock, materials and/or buildings. Please indicate the type and nature of this accountability and the financial value of the equipment, stock, materials and/or buildings.	Laptop or hybrid – standard requirements to look after valuable kit.
b) Does the job holder have sole responsibility for these physical resources? If shared, who with and who makes the ultimate decision?	Yes
Does the job holder have any staffing responsibilities?	
c) Please give details of the number of workers line managed and/or supervised by the job holder; and the number of workers managed overall. Please also indicate the total staff costs involved.	None. Structure chart: 
Please include structure charts when submitting any job for job evaluation and grading	

Key Contacts

Give details of the key people that the job holder has significant contact with, why, and how often.

	Job Title (or group) + Organisation for external contacts	Frequency of contact	Role and Reason for contact
Key Internal Contacts	Information Governance Manager	Weekly	1-1 review sessions to ensure service progressing successfully and to identify any issues requiring escalation / intervention
Key External Contacts			

Physical and Environmental Conditions

Provide details of any physical requirements or environmental conditions that the job holder will encounter over and above those expected in a normal office environment? Including how long they last and how often they occur (see guidance).

Physical Effort	None
Working Environment	None

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Last Reviewed:	15/01/2020