

## LONDON BOROUGH OF REDBRIDGE

### ROLE DESCRIPTION AND PERSON SPECIFICATION

<b>Role Title:</b>	Information Governance Officer		
<b>Directorate:</b>	Resources	<b>Grade:</b>	LBR 11
<b>Department:</b>	IT	<b>Hours/weeks:</b>	36 Hours / 52.14 Weeks
<b>Function:</b>	Information Governance	<b>Post number:</b>	S00193
<b>Team:</b>	Information Governance	<b>Base/location:</b>	Lynton House
<b>Reports to:</b>	Information Governance Manager (or Senior Information Governance Officer)		
<b>Responsible for:</b>	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion		

#### Role and Context

<b>Overall Role Purpose:</b>	<ul style="list-style-type: none"> <li>• Provide LBR with expert advice and guidance on aspects of information governance to ensure regulatory compliance and information management practice including GDPR</li> <li>• Act as the key contact for SARs, FOIs, EIRs and data protection breaches within the Authority</li> <li>• Act as the key contact for questions regarding DPIAs and ISAs</li> <li>• Contribute to the production and maintenance of the Information Governance Framework, including: Guidance; Policies; Procedures; Forms; Privacy notices and Templates</li> <li>• Deputise for the Information Governance Manager in their absence</li> </ul>
<b>Role Context:</b>	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

<b>1. Strategy and Planning</b>	<ul style="list-style-type: none"> <li>• Establish priorities for action, especially with regard to DPIAs, ISAs and breaches</li> <li>• Develop lessons learned from ICO action to be communicated to relevant teams at LBR</li> <li>• Support the drawing together of the various components of IG (Information Security, Data Protection, Data Quality, Freedom of Information and Records Management)</li> <li>• 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</li> </ul>
<b>2. Operations and Support</b>	<ul style="list-style-type: none"> <li>• Act as a key contact point for IG and data protection for LBR</li> <li>• Provide 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</li> <li>• Support the Council's Transparency agenda by advising on the publication of FOIs and EIRs</li> <li>• Act as Chair on the Disclosure and Privacy Rights Group in the absence of the Information Governance Manager</li> <li>• 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</li> <li>• Support the production and maintenance of the Information Governance Framework including: Guidance, Policies, Procedures, Forms, Privacy Notices and Templates</li> </ul>

	<ul style="list-style-type: none"> <li>• Support Information Asset Managers in keeping their entries on the Record of Processing Activities up to date</li> <li>• Produce Information Governance monitoring reports as required</li> <li>• Lead IG presentations and training workshops for LBR teams tailored to the needs of the service</li> <li>• Provide Data Breach management and investigation, including reporting on the investigation and outcomes</li> <li>• Review and provide specialist advice on Data Protection Impact Assessments (DPIAs) for new projects, systems and information sharing</li> <li>• Review and provide specialist advice on Information Sharing Agreements (ISAs) to ensure sharing complies with ICO standards</li> <li>• Responsibility for 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</li> </ul>
<b>3. Systems and Process Development and Improvement</b>	<ul style="list-style-type: none"> <li>• Identify opportunities to improve practice at LBR</li> <li>• Identify policies and best practice in the various aspects of IG from across the Council and ensure they are applied consistently and across the organisation</li> </ul>
<b>4. Communication Partnership</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Engage with peers in pan London privacy groups</li> <li>• Establish process for capturing customer satisfaction</li> </ul>
<b>5. Performance and Standards</b>	<p><b>Key Performance Outcomes</b></p> <ul style="list-style-type: none"> <li>• SAR, FOI and EIR cases managed effectively and responded to within the statutory time limit</li> <li>• Breaches investigated without delay and, if relevant, reported to ICO within 72 hours as required</li> <li>• DPIA and ISA Register up to date Register of Processing Activities up to date</li> </ul>
<b>6. Resource Management</b>	N/A
<b>Corporate Accountabilities</b>	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.
<b>Flexibility</b>	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.

<b>Person Specification - Information Governance Officer</b>			A - I - T	Weighting
<b>Knowledge &amp; Experience</b>		Method of candidate assessment: A = Application form I = Interview T = Test Weighting 3 = Essential , 2 = Desirable		
<b>Statutory or Mandatory qualifications:</b>	No Mandatory Qualification required		A/I	
<b>Educational Ability</b>	• Related degree or substantial work experience to demonstrate extensive specialist knowledge and experience in subject matters, including GDPR/DPA		A	2
	• A strong academic and practical background specialising in IT Governance / IT Management issues in particular		A	2
<b>Key Subject or Content Areas (inc: Desirable Qualifications)</b>	• Evidence of continuing personal development in a discipline applicable to the post		A	3
	• ISEB Certificate in Data Protection or equivalent		A	2
	• Qualification in SAR and/or FOI management or equivalent experience		A	2
	• Qualification in Records Management (desirable)			2
<b>Knowledge / Experience: Record management and information governance within the public sector</b>	• Substantial expert and specialist knowledge of Information Governance		A/I	3
	• 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		A/I	3
	• 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		A/I	3
	• Experience of developing Information Governance policies, procedures and guidance		A/I	2
	• 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		A/I	3
	• Excellent IT skills. Can access, design and disseminate information/data through IT		A/I	3
	• Able to use own initiative and work with limited supervision while understanding the need to consult with line manager on occasions		A/I	3
	• Strong project management and excellent organisation skills		A/I	3
<b>Skills / Abilities: customer engagement</b>	• 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	3 2 2
<b>Skills / Abilities: training</b>	• 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	3
<b>Corporate Behaviours</b>	• 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	3
<b>Effective and Collaborative Team Working</b>	• 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		A/I	3
	• To take responsibility for personal development and actively participate in all learning and development		A/I	3
	• To participate in the ongoing development, implementation and monitoring of service plans		A/I	2
	• To support and contribute to value for money, service efficiency and improvement		A/I	2
	• Flexibility to undertake a range of different tasks, as and when necessary		A/I	3
<b>Working Pattern and travel</b>	• Standard office hours, with occasional requirement to attend evening meetings • Need to be able to travel around the borough		A/I A/I	2 2

<b>Version:</b>	1.1
<b>Last Reviewed:</b>	18/06/2025