

**Northumberland County Council**  
**JOB DESCRIPTION**

<b>Post Title:</b> Information Governance Manager		<b>Director/Service/Sector:</b> Corporate Resources / Finance / Information Services		<b>Office Use</b>
<b>Band: 10</b>		<b>Workplace:</b> County Hall		<b>JE ref: 3416</b>
<b>Responsible to:</b> Digital Design & Delivery Manager		<b>Date:</b> June 2018	<b>Manager Level:</b>	<b>HRMS ref:</b>
<b>Job Purpose:</b> The Information Governance Manager will be the strategic and operational lead for Information Governance (IG) compliance at Northumberland County Council and undertake the mandatory designated role as Data Protection Officer (DPO). The role will manage the Information Governance team responsible for providing expert advice and compliance support in line with legal and statutory obligations including General Data Protection Regulation, Data Protection Act, Freedom of Information Act, Environmental Information Regulation and Records Management.				
<b>Resources</b>	Staff	Management of Information Governance team staff including but not limited to; Senior Information Governance Officer, Records Manager and associated teams.		
	Finance	Responsible for IG elements of iNorthumberland (101040) budget, to include Data Protection / GDPR elements and Records Management.		
	Physical	Responsible for the legal collection of customer information and the development of policies and procedures which have a direct and significant impact on the legal and technical demands relating to all information systems in operation across the Council.		
	Clients	Interact with and influence Chief Executive, Executive Directors, Directors, Leader, Deputy Leader, Heads of Service, Senior Managers and staff across all NCC services. External contacts including Police, Information Commissioners Office, Home Office, Cabinet Office, General Public and Suppliers.		
<b>Duties and key result areas:</b> <ul style="list-style-type: none"><li>1. Advise the Lead Executive Director, Executive Directors, Information Asset Owners, Heads of Service, Caldicott Guardian and Members as well as partner agencies including Northumbria Health Care Trust staff, Active Northumberland, Advance Northumberland and schools.</li><li>2. Create and implement IG Strategy and Strategic Plan to include operational IG Management, Data Protection, Freedom of Information, Confidentiality and Records Management.</li><li>3. Ensure the organisation complies with all legislative and regulatory compliance obligations including General Data Protection Regulation, Data Protection Act, Freedom of Information Act, Environmental Information Regulation and Records Management.</li><li>4. To work with the Senior Information Risk Owner to develop the Information Risk Management policy, and strategy for implementing the policy within the existing IG framework .</li><li>5. Lead the development and implementation of a governance policy framework to fulfil the Council's obligations in accordance with current legislation and Government requirements.</li><li>6. Establish appropriate Information Governance performance measurement criteria, to monitor achievement of improvement plans and report findings to the Information Governance Group, Corporate Leadership team and Committees.</li><li>7. Management of NCC's central Information Asset Register; co-ordinate with Information Asset Owners in the production and maintenance of, providing support as required.</li><li>8. Lead the development and delivery of training and awareness programmes to support IG compliance.</li><li>9. Develop and implement an IG awareness and training programme for induction and on-going training.</li><li>10. Maintain and update own knowledge of developments in information management and in national records management systems.</li><li>11. To be the lead for developing and implementing information sharing arrangements and protocols with partner organisations including reviewing data protection clauses in contract terms in conjunction with Legal Services.</li><li>12. To be responsible and accountable on a day to day basis for the IG work programme.</li><li>13. Monitor and audit NCC's information processes and information flows to identify potential gaps or weaknesses and ensure that any such gaps are addressed through implementation of effective action plans.</li></ul>				

14. Overall accountability for registering NCC as a data controller and establishing and reporting high risk breaches to the Information Commissioner's Office.
15. Lead responsibility for investigations into complaints and breaches directly from the public, liaising directly with the Information Commissioner's Office on appeals, complaints and reviews submitted to them by members of the public.
16. Managing and providing advice on all individual rights including technical measures required to ensure these rights are acknowledged and fulfilled.
17. Be the contact point with and co-operate with data subjects when exercising their individual data rights as well as supervise and advise on the response to such requests including, right to be informed, right of access, rectification, erasure, restrict processing, portability, right to object and profiling/automated decision making.
18. Develop compliance audits to ensure policies and procedures are understood and followed including completion of the Data Security and Protection Toolkit.
19. Responsible for verifying Data Protection Schedule 2 Section 1 requests from the Police, HMRC, DWP and other partners are verified and lawfully responded to.
20. Manage and supervise the IG team ensuring that they receive the appropriate support and training required to fulfil their individual roles.
21. Represent the Council at National and Regional meetings and conferences.
22. To undertake any other duties commensurate with the post, skills, experience, qualifications and/or as directed.

Transport requirements:	Regularly travel to other work sites, area offices or training venues throughout the County and occasionally further afield.
Working patterns:	Normal office hours but flexi-hours may apply. Possible attendance at evening meetings.
Working conditions:	Will on occasion be required to review and redact sensitive and potentially distressing information from sources such as criminal investigations, child and adult care, domestic issues in order to investigate and advice on data breaches, etc, which may cause distress to the individual.

**PERSON SPECIFICATION**

<b>Post Title:</b> Information Governance Manager	<b>Director/Service/Sector:</b> Corporate Resources/ Finance/ Information Services	Ref: 3416
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<p>Educated to degree level or have the relevant professional experience</p> <p>Expert knowledge of UK and European data protection legislation, in particular the GDPR with a compliance, IT security, legal or audit background.</p> <p>Certified EU GDPR Practitioner qualification</p> <p>Detailed knowledge and appreciation of how information governance impacts upon the business functions of a public body, its employees, service users and the general public.</p> <p>Detailed knowledge of information management solutions including electronic document management systems and best practice</p> <p>Actively undertaking ongoing continuous professional and personal development.</p>	<p>PRINCE 2 Foundation</p> <p>Knowledge of services provided by the Council and their statutory and regulatory responsibilities.</p>	
<b>Experience</b>		
<p>Experience of interpreting information legislation and guidance into organisational best practice.</p> <p>Substantial practical / operational experience in developing and implementing information governance strategies, policies and management procedures.</p> <p>Experience of developing and implementing policy and monitoring/reporting on compliance.</p> <p>Experience in managing data incidents and breaches.</p> <p>Experience of dealing with sensitive/contentious situations.</p> <p>Experience providing data protection and freedom of information services to a Government organisation.</p> <p>Experience of information and records management in a multi-department organisation</p> <p>Demonstrable record of success in developing, delivering &amp; maintaining data protection and freedom of information systems.</p> <p>Competence in using Google GSuite, Microsoft Office, Oracle applications, word processing, spreadsheets and database systems.</p> <p>Experience of using bespoke computer systems to meet service delivery standards</p> <p>Provide and monitor an effective customer centred service.</p>	<p>Design, development and adaptation of corporate Information Governance Systems.</p> <p>Experience and understanding of complex information governance issues, ideally in a local government context.</p> <p>Experience of dealing with the public in responding to queries or complaints.</p> <p>Substantial experience of working in multi-disciplinary teams.</p> <p>Coaching and mentoring.</p>	
<b>Skills and competencies</b>		
<p>Excellent stakeholder management, including the ability to communicate effectively.</p> <p>Interpersonal skills, to lead, influence and motivate staff at all levels and across different service areas within the organisation</p> <p>Strong analytical skills - ability to identify problems and develop solutions</p> <p>Attention to detail combined with the ability to think laterally and problem solve, pre-empting and dealing with situations to prevent any adverse issues</p> <p>The ability to plan, organise and prioritise tasks and projects and to provide clear advice and direction even when faced with competing demands and short deadlines.</p> <p>Ability to gather, cultivate and evaluate data to provide monthly KPIs to show IG performance data</p>	<p>Excellent presentation skills.</p> <p>Ability to work methodically and systematically.</p> <p>Understand and interpret current legislation to all staff levels.</p>	

<p>Proven ability to establish and maintain a high degree of confidentiality, respect, trust and credibility at all levels.</p> <p>Strong team player, enthusiastic and positive, with the ability to remain calm, controlled and resilient.</p> <p>Maintains an awareness of developing technologies and their application and takes some responsibility for personal development and provide advice and guidance to all stakeholders.</p> <p>Adopts a collaborative approach to work.</p> <p>Makes decisions which influence the success of projects and team objectives.</p> <p>Selects appropriately from applicable standards, methods, tools and applications.</p> <p>Demonstrates an analytical and systematic approach to problem-solving.</p> <p>Communicates fluently orally and in writing and can present complex information to all audiences.</p> <p>Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or service user.</p>		
<b>Physical, mental and emotional demands</b>		
<p>Exercises substantial personal responsibility and autonomy.</p> <p>Resilience to and ability to manage stressful situations.</p> <p>Work under pressure to short deadlines.</p> <p>Demonstrate sensitivity and understanding of difficult situations.</p> <p>Maintain decorum when presented with information that is distressing or customers expressing frustration and distress who may be emotional.</p> <p>Uses discretion in identifying and resolving complex problems and assignments.</p> <p>Generally works from a seated position with regular need to walk, bend or carry items.</p> <p>Need to maintain general awareness, with lengthy periods of enhanced concentration.</p>		
<b>Other</b>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visit