



Job Title: Information Governance Manager

Grade: Y7

Reports To: Information Governance and PMO Senior Manager

Number of Reports: Up to 9

Key job element

- Responsible for the planning, organisation and delivery of work to ensure the information governance function is managed efficiently and effectively.
- Responsible for scheduling and prioritising of Information Governance team workload to ensure statutory deadlines are met and organisational priorities are supported.
- Contribute to YHN's framework of policies and procedures for GDPR compliance ensuring they are effective, monitored and regularly reviewed.
- Provide advice relating to complex enquiries relating to Information Governance across the organisation.
- Responsible for all response letters to requests in accordance with statutory duties and obligations under the Data Protection legislation including Subject Access Requests and Freedom of Information requests.
- Undertake investigations into alleged personal data breaches, conducting fact finding, establishing impact and establishing service improvement requirements and making recommendations.
- Act as point of contact for escalated issues and liaise with customers in relation to data breach investigations.
- Compile and submit regulatory submissions and maintain registers and other records which YHN is required to hold ensuring they are processed efficiently to maintain compliance.
- Working closely with the Programme Manager to ensure Privacy by Design is fully embedded into all service improvement and change management process.
- Regular liaison with Newcastle City Council Information Governance Team to work on joint initiatives to improve governance practice across the organisations.
- Ensuring registrations with the ICO are up to date and act as point of contact for YHN, via the NCC Data Protection Officer
- Performance management of all key supplier/third party contracts
- Keep up to date with information governance legislation and best practice ensuring the organisation maintains full compliance
- Effectively manage allocated budgets and service level agreements
- Manage and support the development of individuals in the team through appraisal, one to one meetings and personal development planning

Person Specification:

This area focuses on skills and knowledge required in the role.

Essential Criteria

- Relevant degree and/or equivalent experience in an Information Governance/Compliance role
- Have demonstrable knowledge and understanding of Data Protection legislation, including knowledge of GDPR and applying the principles, e.g. experience of writing policies, and guidance for practical use, promoting new processes and managing change implementation.

- Experience of designing, developing and maintaining information management systems and delivering action plans
- Demonstrate excellent organisational skills, attention to detail and the ability to work on own initiative
- Demonstrate inter-personal skills to work collaboratively with internal and external Stakeholders
- Demonstrate analytical and problem-solving skills
- Demonstrate a good working knowledge of IT systems, collating and analysing data

Desirable Criteria

- Demonstrable commitment to customer service (internal and external) in all activities
- Experience of administering statutory responses
- Appreciation of social housing and public sector environment
- Experience of delivering presentations and training

All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable, and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge, and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers

- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude