

1. Northumberland County Council
JOB DESCRIPTION

Post Title: Information Governance Specialist		Directorate/Service: Finance / Information Services		Office Use
Band: 8		Workplace: County Hall		
Responsible to: Information Governance Manager		Date: June 2020		Manager Level:
Job Purpose: The Information Governance Specialist will be responsible for assisting the Information Governance Manager in delivering the Information Governance strategy/framework across Northumberland County Council and ensuring compliance in all relevant legislative subjects, deputising as Data Protection Officer (DPO) when required. The role will provide expert advice and best practice guidance through specialist knowledge, in line with legal and statutory obligations including the General Data Protection Regulation, Data Protection Act 2018, Freedom of Information Act, Environmental Information Regulations, Records Management and IT & Information Security,				
Resources	Staff	Up to 2 FTE's dependant upon specialist knowledge area		
	Finance	No budgetary responsibility		
	Physical	Contribute to 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 support the Chief Executive, Executive Directors, Directors, Leader, Deputy Leader where required. Provide direct support and influence Heads of Service, Senior Managers and staff across all NCC services. External contacts including Police, Information Commissioner's Office, Home Office, Cabinet Office, General Public and Suppliers.		
Duties and key result areas:				
1. Providing specialist advice and guidance to Executive Directors, Directors, Information Asset Owners, Heads of Service, Members as well as partner agencies including Northumbria HealthCare Trust staff with regards the application of national legislation, NHS guidance and Council Information Governance Policies. 2. Support the Information Governance Manager in the development, implementation and review of the Information Governance framework and policies to fulfil the Council's obligations in accordance with current legislation and Government requirements. 3. Assist in the management and regular review of Information Requests (Freedom of Information, Environmental Information, Subject Access Request, Schedule 2 and Records Management) ensuring compliance with legal requirements and utilising service statistics to inform the development and delivery of a customer focused service. 4. Support in the review of complex issues from staff and members of the public who have queries and/or complaints about data protection, freedom of information, environmental information regulation, subject access requests and records management. 5. Monitor IG performance measures and development of improvement plans, reporting findings to the Information Governance Board and sub-IG Board working groups/committees. 6. Assist in providing support to Information Asset Owners with the completion/review and maintenance of their Service Specific Information Asset Registers and provide guidance when potential gaps or weaknesses have been identified. 7. Provide guidance and support to Information Asset Owners in relation to GDPR mandatory requirements such as Data Protection Impact Assessments (DPIA), Data Sharing Agreements and Privacy Notices. 8. Monitor and investigate data breaches/security incidents, ensuring advice and guidance is provided around data breach prevention to mitigate risks, and ensuring any high risk breaches are escalated to the Data Protection Officer who is required to report these to the Information Commissioner's Office. 9. Provide support of the review, management of evidence gathering exercises, implementation of improvement plans and audit of the Data Security and Protection Toolkits (DSPT) 10. Support the delivery of an effective Records Management service, promoting best practice in record keeping standards to ensure the creation, maintenance and disposal of records is accomplished in line with legislative requirements, up to date and accurate retention schedules and has the applicable classification markings applied. 11. Conduct compliance audits to ensure policies and procedures are understood and followed including supporting the completion of the Data Security and Protection Toolkit.				

12. Assist with the planning, development and delivery of IG awareness sessions and training and communication materials.. 13. Maintain and update own knowledge of developments in information governance related subjects. 14. To undertake any other duties commensurate with the post, skills, experience, qualifications and/or as directed.	
Transport requirements: Working patterns: Working conditions:	Occasional travel to other work sites, area offices or training venues throughout the County and occasionally further afield. Normal office hours but flexi-hours may apply. Will on occasion be required to review and redact sensitive and potentially distressing information from sources such as criminal investigations, and adult care, domestic issues in order to investigate and advise on data breaches, etc, which may cause distress to the individual.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Information Governance Specialist		Directorate/Service: Finance / Information Services		Ref:
Essential		Desirable		Assess by
Qualifications and Knowledge				
Educated to degree level or have the relevant professional experience Advanced knowledge of UK and European data protection legislation, in particular the GDPR with a compliance, IT security, legal or audit background. Certified GDPR Practitioner qualification Detailed knowledge and appreciation of all information governance elements and how these impact upon the business functions of a public body, its employees, service users and the general public. Knowledge and understanding of Electronic Document and Records Management Systems (EDRMS) Actively undertaking ongoing continuous professional and personal development.		Post-graduate qualification in archive administration, records management or equivalent obtained or being worked towards. PRINCE 2 Foundation Knowledge of services provided by the Council and their statutory and regulatory responsibilities.		
Experience				
Experience of interpreting information legislation and guidance into organisational best practice. Substantial practical / operational experience in developing and implementing information governance strategies, policies and management procedures. Experience of developing and implementing policy and monitoring/reporting on compliance. Experience in managing data incidents and breaches. Experience of dealing with sensitive/contentious situations. Experience providing data protection and freedom of information services to a Government organisation. Demonstrable record of success in developing, delivering & maintaining data protection and freedom of information systems. Competence in using Google GSuite, Microsoft Office 365, Oracle applications, word processing, spreadsheets and database systems. Provide and monitor an effective customer centred service.		Design, development and adaptation of corporate Information Governance Systems. Experience and understanding of complex information governance issues, ideally in a local government context. Experience of dealing with the public in responding to queries or complaints. Experience of working with and implementing business classification schemes and record retention schedules. Substantial experience of working in multi-disciplinary teams. Coaching and mentoring.		
Skills and competencies				
Excellent stakeholder management, including the ability to communicate effectively. Interpersonal skills, to lead, influence and motivate staff at all levels and across different service areas within the organisation Strong analytical skills - ability to identify problems and develop solutions Attention to detail combined with the ability to think laterally and problem solve, pre-empting and dealing with situations to prevent any adverse issues 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. Ability to gather, cultivate and evaluate data to provide monthly KPIs to show IG performance data		Excellent presentation skills. Ability to work methodically and systematically. Understand and interpret current legislation to all staff levels. Advanced skills in Microsoft Office 365 products		

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

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