

**Senior Information Governance Officer**

**Greater Manchester Combined Authority**

**Role Profile**

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| **Job Title:** | **Senior Information Governance Officer** | **Date:** | April 2019 |
| **Reporting Line:** | Senior Information Governance Lead and Deputy DPO | **Salary:** | Grade 8 |
| **Team:** | Information Governance | **Business Area:** | Legal and Governance |

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| JOB PURPOSE |
| The Senior IG Officer role will be responsible for supporting the Senior IG Leads in the management of the operation and ongoing development of information governance practices in the GMCA. This includes provision of support for the delivery of GMCA Information Governance Implementation Plan.  The Senior IG Officer role will provide advice and guidance to support to internal colleagues on information legislative requirements and good practice.  This role will oversee and manage the day-to-day coordination of responses to requests under the Freedom Of Information Act 2000 and Environmental Information Regulations 2004.  The role will support compliance with Information and Records Management, developing records management approaches to retention schedules and other aspects of records management.  The role will support the Senior IG Lead on the development, implementation of the publication scheme and transparency code. The Senior IG Officer will be responsible for ensuring these are proactively managed and kept up to date.  The Senior IG Officer will provide support to the Data Protection Officer in co-ordinating data subjects rights under relevant privacy legislation |

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| **KEY RELATIONSHIPS** |
| * Information Managers within the GM Localities * District Secretaries * The Office of the Information Commissioner * Legal Officers attached to the GM Localities * Records Managers * Elected Members * Information Security Managers * Representatives of employees of partner sectors and organisations * Companies owned by the Council/s |

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| **KEY RESPONSIBILITIES** |
| * Responsibility for supervision and management of the Information Governance Officers * Under the guidance of the Senior Information Governance Lead the role will manage, maintain and administer systems within the GMCA’s Information Governance framework based on good practice including:   + Corporate Information Management   + Retention Schedules   + Freedom of Information Requests   + Environmental Information Regulation Requests   + Publication Scheme   + Data Protection – Data Subject Rights including Subject Access Requests   + Conducting Information Audits   + Training development and delivery   + Manage Information Asset Owner register   + Data Breach Investigations * Work with internal colleagues to review and maintain the GMCA’s retention schedules providing support and advice to ensure appropriate disposal of data in compliance with the regulatory environment and the International Standard ISO-15489 Information and Documentation – Records Management. * Contribute to the development of policies and guidance to ensure the organisation complies with its statutory and regulatory responsibilities relevant to the role. * Provide advice, training and ongoing support to other directorates in good practice in terms of Information governance. * Work with colleagues across all directorates, areas, boroughs and stations to appraise all current corporate information products and records. * Ensure that any relevant records are identified and archived in an appropriate way. Including those of historical value to the national archives. * Create regular reports to the GMCA Information Governance Board on training, data breaches and records management. * Produce regular and ad-hoc reports to allow staff and managers to report on their specific areas of work in relation to information requests, data breaches and records management. * Manage the day-today co-ordination to the processes for Freedom of Information and Data Protection requests to provide responses within the statutory deadlines. * Provide technical advice and guidance to colleagues involved in providing the responses for FOI and DP requests. * Contribute to the development and delivery of training packages relating to obligations arising from the Data Protection Act, Freedom of Information Act and associated legislation. * Maintain and coordinate the GMCA Publication scheme to comply with freedom of Information Act. * To produce reports in relation to performance in responding to FOI and DP requests and identify and make recommendations for service improvements where necessary. * Build effective relationships with key stakeholders throughout the organisation * Seek feedback and elicit wider priorities to support and enable colleagues to meet the needs of the organisation. * Proactively identify and contribute to continuous improvement of systems and processes to ensure procedures, policies and guidance are updated in line with legislative and social changes * Develop on-going communication and engagement channels and methods to keep the wider directorate team, internal and external customers up to date * Work flexibly across the GMCA, deployed as required |

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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Knowledge & Experience**   * Recognised qualifications in information compliance disciplines i.e. ISEB. BCS Data Protection, Freedom Of Information, CIPP/E, CISSP * Educated to degree level or equivalent relevant experience in Information and Records Management, Retention and Archiving * Extensive experience of information governance * Significant experience in delivering information governance in a public sector setting * Knowledge of and experience in managing multiple, complex projects and/or a diverse workload, achieving objectives to time and quality * Experience of supporting development of and implementing complex or large-scale strategies, practices, and interventions within a political environment. * Experience of working with a range of internal and external stakeholders to work collaboratively, manage and implement change, working flexibly and developing innovative approaches. * Experience of business planning and development and management of resilient teams * Experience of evaluating options, assessing risk and determining appropriate actions * Experience of effective management   **Skills & Behaviours**   * Strong and supportive management skills * Ability to work in a fast paced and complex political environment * Experience of dealing with conflicting priorities * Well-developed verbal and written communication skills, including report-writing, presentation and facilitation * Ability to convey information and guidance in a clear and understandable manner appropriate to the recipient * Flexible and adaptable approach to work priorities * Excellent organisational skills and ability to multi-task and reprioritise as required * Competent ICT skills * Excellent relationship management and consulting skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues * Excellent writing skills and ability to translate complex messaging for differing audiences, both on and offline * Well-developed negotiating and influencing skills, and the ability to negotiate at senior levels with a proven track record of using influencing, negotiation and coach skills at these levels. * Excellent interpersonal skills with the ability to relate to all levels within the organisation and with partner agencies. * Strong analytical skills with the ability to quickly establish and address key issues * Effective oral and written communication skills with a confident presentational style * Commitment to high standards of customer care and public service * Self-motivation and ability to deal with a demanding workload and deliver consistently to deadlines * Requirement to travel outside the county to attend meetings etc. when required may include overnight stay. * Occasional requirement to attend residential training courses * To be willing to work flexibly as occasional evening and weekend working may be required * Willingness and ability to travel across the county when required, within a reasonable time to meet the role demands (individuals providing their own vehicle for use will be eligible for casual car user rate)   **Corporate Duties**  Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.  Safeguard at all times confidentiality of information relating to staff and pensioners.  Refrain from smoking in any areas of Service premises.  Behave in a manner that ensures the security of property and resources.  Abide by all relevant Service Policies and Procedures.  **Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.  **Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.    **Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.    To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.  **Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.  **Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.  **Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background |