

**Senior Information Governance Lead and Deputy Data Protection Officer**

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| **Job Title:** | Senior Information Governance Lead and Deputy Data Protection Officer | **Date:** | July 2019 |
| **Reporting Line:** | Assistant Director of Information Governance and Data Protection Officer | **Salary:** | Grade 10  |
| **Team:** | Information Governance | **Business Area:** | Legal and Governance |
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| JOB PURPOSE |
| This role will provide high quality, expert, and information management advice to the GMCA, relating to information governance, information security and all related privacy and transparency legislation. This role will deputise for the Data Protection Officer (DPO) when the DPO is unable to fulfil their role ensuring continuity of the DPO’s functions for the organisation. The Senior Information Governance Lead role will work to support the Assistant Director of Information Governance and Data Protection Officer in realising the GMCA Information Governance Implementation Plan for achieving good levels of compliance with information legislation and ensure that organisational departments can derive value from its information and data assets. In addition this role will lead and manage a team responsible for the delivery and management of the IG implementation plan and be responsible for a number of work streams that support the strategic vision for a for connected GM public service. The Senior IG Lead and Deputy Data Protection Officer will take ownership and lead on of defined workstreams which will deliver the Greater Manchester Information Strategy and Framework. The role will provide strategic support to enable the GMCA to embed the strategic aims and principles of the Greater Manchester Information Governance agenda. This will be done through the provision of technical Information Governance expert advice and guidance, and the development and implementation of enabling tools. This will lead to unprecedented culture change, delivering through large-scale programmes of reform.The role will be required to provide strategic thinking and planning to support the complex service areas of the GMCA and those of organisations we provide support to and the associated implications of all information management legislation. |

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| **KEY RELATIONSHIPS** |
| * Internal and external customer groups and strategic partners
* Charity and Voluntary Sector Enterprise
* Senior Management Team (SMT)
* Extended Leadership Team (ELT)
* Corporate Leadership Team (CLT)
* Senior Managers from across GM’s public sector and stakeholders/partners
* Senior Managers and staff within GMCA and GMFRS
* Information Commissioner’s Office
* Central Government Departments
* Elected Members
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| **KEY RESPONSIBILITIES**  |
| * Responsible for the development and implementation of the information strategy and collaborative working relating to information governance practice
* Lead on projects and service re-design ensuring the IG function remains fit for purpose in delivering the GMCA information strategy.
* Key strategic / senior point of contact for activity within the GMCA relating to data protection along with other senior members of the IG team
* Drive improvements to policies, processes, procedures and working practices within the Information Governance function and wider organisation to support standards of excellence and compliance
* Promote and support a culture of awareness of data security throughout the GMCA and across Greater Manchester.
* In collaboration with the AD of IG and DPO, monitor compliance with data protection requirements and with the GMCA’s policies and procedures.
* Support the DPO in implementing a programme of periodic data protection audits
* Advise on and approve (where required) privacy impact assessments and help monitor their effectiveness.
* Work closely with the AD of IG and DPO in the development of and delivery of the Strategy and Framework
* Responsible for the leadership and management of IG team staff and harnessing a culture of peer support and quality assurance within the IG team’s work
* Support the AD of IG and DPO in embedding a resilient and flexible IG function
* Support the AD and DPO by proactively contributing to the GM work to improve information sharing across the city region in accordance with the needs of wider public service reform ambition in Greater Manchester.
* Provide advice and guidance to colleagues at all levels of the organisation, including in relation to complex issues, for example development of legal/data sharing agreements, undertaking privacy impact assessments.
* Work collaboratively within GMCA, across Greater Manchester and with key partner organisations at all levels in order to maximize performance levels and operational efficiencies. Including the development and management of the Greater Manchester Information Sharing framework membership and Service Level Agreement.
* Represent the organisation on matters relating to Information & Records Management at regional and national level meetings and steering groups
* Deputise for the Deputy Director of Information Governance and Data Protection Officer at the Greater Manchester Information Board
* Managing the GMCA’s compliance to legislative requirements.
* Managing members of staff who are responsible for the GMCA’s Freedom of Information and Subject Access Request processes.
* Be a member of the GMCA Information Security Group
* Oversee the development of Information Governance related systems, policies, procedures, communications and guidance
* Be an effective and engaged member of the management team responsible for shaping the future development and delivery of information governance while being accountable for specific function development and delivery.
* Provide cohesive leadership and management to develop the service in line with the strategic direction of the GMCA, ensuring effective operations and cost effective use of the organisation’s resources

**General*** Responsible for development and introduction of guidance, Polices, Project Plans, contribute to Committee Reports and Standard Operational Procedures so that the GMCA can meet current and future statutory requirements.
* To comply and ensure compliance with the GMCAs policies and procedures.
* Deliver excellent customer service and effective client management, in order to understand, reflect and manage the expectations of customers and the reputation of the GMCA.
* Foster and maintain positive relationships with key stakeholders to facilitate effective contract and relationship management and achieve the most appropriate and desirable outcomes for the organisation.
* Manage change effectively, working with colleagues in response to external drivers, resolving complex issues and ensure that GMCA Information Governance remains fit for purpose now and in the future.
* Recognise and respond to the political environment and expectations, addressing any sensitivity and taking an appropriate view of service priorities and requirements.
* Develop IG mechanisms that enable employees at all levels to avoid duplication and other inefficiencies across GMCA and GM in order to maximize the use of resources and achieve budget targets.
* Contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and the GMCA as a whole. Contribute to issues relating to Civic Resilience and Business Continuity, including representing the Service as required during an incident.

**NB:** This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties 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
* 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
* Project management qualification (Desirable)
* 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 leadership and an understanding of how to adapt your approach to suit team development
* Experience of effective performance and people management
* Demonstrable experience in delivering outputs which contribute to the wider delivery of a project or programme
* Experience in policy and strategy development and implementation
* Experience of working strategically to affect change across an organisation
* Awareness of the Information Governance landscape across Greater Manchester and nationally with an understanding of the challenges faced within the context of both

**Skills & Behaviours** * Strong and supportive leadership and management skills
* Excellent relationship management and consulting skills with demonstrated ability to develop effective strategic 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.
* Commitment to high standards of customer care and public service
* 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)
* Looks at issues on a CA wide basis to achieve the organisations agreed outcomes
* Understands the outside expectations and influences on the organisation.
* Has the ability to recognise politically sensitive issues/ corporate risks
* Negotiates satisfactory solutions on broad or complex issues with stakeholders.
* Personally champions change and encourages and supports team members and stakeholders to make it happen
* Identifies ways in which the service needs to change
* Creates working partnerships inside and outside the organisation.
* Breaks down barriers and involves others in discussions and decisions.
* Is prepared to make difficult decisions and has the confidence to see them through.
* Competent ICT skills and ability to use standard Microsoft programs
* Occasional requirement to attend residential training courses
* To be willing to work flexibly as occasional evening and weekend working may be required
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**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 systems 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