

**Information Governance Lead**

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| **Job Title:** | Information Governance Lead | **Date:** | July 2019 |
| **Reporting Line:** | Senior Information Governance Lead | **Salary:** | Grade 9 |
| **Team:** | Information Governance | **Business Area:** | Legal and Governance |
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| JOB PURPOSE |
| The Information Governance Lead will primarily provide high quality expert information management advice to the GMCA relating to information governance, information security, data protection and, freedom of information and significant support to large-scale and complex information sharing arrangements across public service delivery in Greater Manchester.  This role will work with the Senior IG Lead to ensure development of the GMCA Information Governance Implementation Plan and work closely with the IG team to lead on its delivery.  The IG lead will lead on reviewing policies, producing training and awareness raising, practice guides and practical help; monitor compliance through audit and support breach investigations, complex subject requests and Freedom of Information requests and Environmental Information Regulations including internal reviews.  The role will support the GMCA to embed the strategic aims and principles of the GM IG agenda through provision of technical IG expert advice and guidance, development and implementation of enabling tools leading to unprecedented culture change delivering through large-scale programmes of reform.  The IG Lead will work to build strong relationships across the GMCA and Greater Manchester public service delivery to gain an understanding of the complex service areas and those of organisations supported and the associated implications of all information management legislation. |

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| **KEY RELATIONSHIPS** |
| * Members of the GMCA Information Governance Board * Senior Managers from across GM’s public sector and stakeholders/partners * Information Commissioners Office * Central Government departments * Information Sharing Gateway Team UHMB * Information Managers within the localities * Records Managers * Information Security Managers * Representatives of employees of partner sectors and organisations * National bodies and organisations |

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| **KEY RESPONSIBILITIES** |
| * Undertake Data Protection Impact Assessments and support complex programmes of public service reform and sharing agreements. * Administer and manage the use of Information Sharing Gateway in the GMCA and across Greater Manchester * Use professional expertise to apply technical data protection guidance to new ways of working including identification of the appropriate conditions for processing data flows and ensuing privacy by design and default. * Work closely with the IG team in the development, delivery and management of the GM Information Strategy and Framework * Responsible for the development and implementation of Information Governance policies and procedures which will be applied across the whole organisation * Delivery of system specific training on Information Governance to internal and external stakeholders * Monitor compliance through audit and support breach investigations and complex data protection issues. * Responsible for managing with the other IG Leads the provision of the administration role for the Information Sharing Gateway on behalf of Greater Manchester organisations and the GMCA. * Responsibility for the delivery of a service level agreement in GM which generates income for the Information Governance team * Produce clear and high quality reports and briefing notes on complex issues to senior management team * To represent the GMCA at various events, promoting key pieces of work and engaging with stakeholders * 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. * Be an effective leader in information governance to set the standard for information governance within the GMCA and across Greater Manchester * Work collaboratively within GMCA, across Greater Manchester and with key partner organisations at all levels in order to maximise performance levels and operational efficiencies.   **General**   * 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. * 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 * Experience in the consistent delivery of quality outputs to tight timescales * Experience of working with a range of internal and external stakeholders to work collaboratively, manage and implement change, working flexibly and developing innovative approaches. * An awareness of your own skills, understanding when to utilise them to take the initiative and when to deploy them to support the work of the team * Ability to work autonomously and to work as part of a team * Experience of successfully mitigating risks within an Information Governance environment * Experience of effective line management including people management and performance management   **Skills & Behaviors**   * Strong and supportive leadership and management skills * Excellent relationship management and consulting skills with demonstrated ability to develop effective working relationships with key stakeholders and colleagues * A good level of 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 with stakeholders at various levels with a proven record of accomplishment of using influencing and negotiation. * 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 * Ability to work in a fast paced and complex political environment * Competent ICT skills and ability to use standard Microsoft programs * Requirement to travel outside the county to attend meetings / events 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 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