

# Job specification



**Job title: Information Governance Manager**

**Service: Resources & Contracts, Legal**

**Grade: G11**

**Reporting to: Strategic Lawyer – Resources (Deputy Monitoring Officer)**

## Your job

- Working with Strategic Lawyer - Resources you will play a key role in make change happen, identifying areas of innovation and the delivery of a strategically focussed and outcomes driven legal and democratic function.
- You will have overall operational responsibility for the following areas:
  - Information Governance including Public Service Reform
  - UK General Data Protection Regulations (GDPR)
  - Freedom of Information (FOI)
  - Risk Stratification including data sharing
  - Subject Access Requests (SAR)
  - Police Disclosures
- You will work with Senior Leadership, Elected Members, Trade Unions, Partner Organisations and other key stakeholders from across the public and private sector to deliver the Council's transformational work-streams and The Deal priorities.
- You will represent the Council on information governance at the Association of Greater Manchester Authority (AGMA), Greater Manchester Combined Authority (GMCA) and other regional bodies as required.
- You will work closely with clients to understand their service delivery priorities, the operational issues they face and the support they require from an information governance perspective.
- You will lead on the review, development and implementation of policies and procedures relating to information governance across the Council and some partner organisations.
- You will audit and monitor compliance with information governance policies and procedures including GDPR.
- You will be the Information Commissioners Office single point of contact, leading on investigations into complaints received from them.
- You will provide operational leadership to a team of qualified professionals to develop and embed a client care culture which places a strong emphasis on collaborative working and shared goals.
- You will be responsible for the allocation and management of caseloads across the team ensuring that performance, efficiency and client care targets are delivered.
- You will have management responsibility for a number of staff and will be expected to develop a team which is performance driven, engaged and always looking at areas for continuous improvement.
- You will be a member of the Division's Extended Management Team and will work collaboratively with that team to support the management of the Service as a whole to ensure high levels of service delivery.

## **Mandatory statement**

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

## **In this job you will**

On an on-going basis within the areas of Information Governance including Public Service Reform, UK General Data Protection Regulations, Freedom of Information, Risk Stratification including data sharing, Subject Access Requests, and Police Disclosures you will:

- Deputise for the Strategic Lawyer – Resources, as and when required, making decisions using delegated authority, making recommendations and providing advice on their behalf.
- Lead on the auditing of information governance policies and procedures including the review, investigation and response to any complaints or challenges received.
- Report to the Senior Management Team (SMT), Council and Cabinet as required on the Council's compliance with information governance policies and procedures.
- Provide information governance advice and support to clients on the delivery of the operational elements of their transformational work-streams and The Deal priorities ensuring appropriate governance models are in place.
- Support the development with legal parameters of documents, policies and procedures for the work undertaken by clients in relation information governance.
- Work with clients to ensure operational issues are resolved quickly, effectively and any corrective actions are implemented to reduce the possibility of issues reoccurring.
- Handle the most complex and significant matters, assisting on Corporate and GMCA initiatives within your area of responsibility.
- Develop and improve the knowledge of officers and Elected Members by giving advice and guidance, delivering training and production of briefing notes within your area of responsibility.
- Assist with key projects ensuring they are delivered, on time, on budget and contribute to the corporate visions and priorities.
- Assist with the maintenance of a balanced budget, through the delivery of income, recovery of fees and monitoring external spend within your area of responsibility.
- Assist with recruiting, retaining and managing staff including performance management to ensure high levels of productivity, service delivery and client satisfaction.
- Maintain partnerships with key stakeholders that enhance the provision and delivery of services
- Act as quality assurance leading on specific areas within the quality system to ensure compliance and continuous improvement.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

## **In this job you will need**

You must be able to demonstrate the following essential requirements:-

- Information Systems Examination Board (ISED) certificate in Data Protection, ISEB in Information risk management or a legal qualification (Admitted Solicitor entitled to a current practicing

certificate, the qualification of Barrister or Legal Executive) or be able to demonstrate significant relevant experience and knowledge of Information Governance Law.

- Significant experience in at least three areas from the list below:
  - Information Governance
  - UK General Data Protection Regulations
  - Freedom of Information
  - Risk Stratification
  - Subject Access Requests
  - Police Disclosures
- Experience of providing complex and significant advice relating to information governance to assist and guide clients when making decisions.
- Experience of developing documents, policies and procedures relating to information governance in similar public or private sector organisations.
- Experience of undertaking auditing of information governance policies and procedures including the review, investigation and response to any complaints or challenges received.
- Experience of operational issue resolution within the context of a similar public or private sector organisations.
- Experience of dealing with complex and significant matters within the areas of work listed above.
- The ability to manage a team of staff within a local authority or similar public or private sector organisation
- Proven track record in a pressurised and deadline driven environment.
- To represent the service and the Council at local level and at a regional level if necessary.
- The ability to engage, inspire and care to achieve service development, transformation and service improvements.
- An innovative and can do approach to information governance that's supportive of the Council's ambition for risk stratification and place-based working.
- Well-developed skills to influence and persuade decision-makers using written and verbal reasoning which is based on fact,
- A commitment and understanding of diversity and equality.

## Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

**Be Positive... take pride in all that you do**

**Be Accountable... be responsible for making things better**

**Be Courageous... be open to doing things differently**

**Be Kind... be helpful, generous and thoughtful towards yourself and others**

Individuals with line management responsibilities are also expected to ...

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

**Engage...** I connect with others both within and beyond the organisation

## Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

### **Our part**

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

### **Your part**

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough