

Job Description

JobRole:

Information Governance Officer

Information Governance

Role Structure	Role Details
Directorate:	Corporate Services
Grade:	HC08
Location:	Flexible / Plough
Responsible to:	Information Governance Manager

Main purpose of the role

This role has responsibility for the efficient and effective delivery of the Information Governance agenda across the Council and commissioned services. This includes the co-ordination and development of detailed technical and organisational policies and procedures to provide assurance of compliance with key professional and statutory requirements and maximise the secure development of technology and data resources available related to legislative and corporate information requirements.

To assist the Information Governance Manager in providing assurance regarding to information governance compliance in Herefordshire and to drive forward the Information Governance agenda to promote good governance across the Council.

The main responsibilities of the role are:

- To promote an information governance awareness culture across the Council.
- To offer advice, guidance and training to the organisation to ensure arrangements are in place to minimise the risk of and disruption caused by information security incidents.
- To document policies and procedures and guidance for all internal groups
- To serve as an internal information governance consultant.
- To perform information governance risk assessments and report on risks identified
- To maintain knowledge of complex industry trends, current security issues and security technology,
- To investigate incidents that breach the Council's Information Governance Policies
- To support with the completion of the Information Governance Toolkit and gather evidence for submission.
- To respond to requests for information from external parties such as police and other local authorities.
- To respond to requests under data subject rights such as subject access, restriction of processing
- To investigate and respond to complaint regarding breaches of the Data Protection Act.



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To advise the Data Protection Officer and Deputy Senior Information Risk Owner (SIRO) in relation to current/potential risks and issues. Providing recommendations and preventative actions 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To lead and provide timely responses to all requests which are exempt from the Data Protection Act from police and other local authorities for information held by Herefordshire Council. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To process requests for information under the Data Protection Act and to carry out reviews of information required under Environmental Information Regulations (EIR) and Freedom of Information (FOI) 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To delivering training to employees and others regarding information governance as and when required. Promoting and delivering events that support the work of the team and challenge perceptions. 	<ul style="list-style-type: none"> Annually
<ul style="list-style-type: none"> Producing appropriate training materials to meet the needs of the audience. 	<ul style="list-style-type: none"> Annually
<ul style="list-style-type: none"> To support the content for corporate mandatory training and specialist face-to-face training in both information governance and data protection. 	<ul style="list-style-type: none"> Annually
<ul style="list-style-type: none"> To develop and issue awareness material and guidance to staff. 	<ul style="list-style-type: none"> Annually
<ul style="list-style-type: none"> To ensure all policies, procedures and guidance is reviewed, communicated to staff and made available on the intranet. 	<ul style="list-style-type: none"> As and when required
<ul style="list-style-type: none"> To monitor compliance with policies and procedures as required. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To support in the investigation of data breaches, identifying learning for the organisation and implement change as appropriate. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Maintain a log of any incidents and remedial recommendations and actions. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Report monthly to the IG Steering Group on the effectiveness of information governance. 	<ul style="list-style-type: none"> Monthly



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To undertake information governance audits providing recommendations for enhancement of existing processes where necessary 	<ul style="list-style-type: none"> Annually
<ul style="list-style-type: none"> Develop and issue monthly communications regarding Information Governance updates 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Take action where necessary in response to audit findings 	<ul style="list-style-type: none"> As and when required
<ul style="list-style-type: none"> To support the completion and monitoring of the IG Risk Register. 	<ul style="list-style-type: none"> As and when required
<ul style="list-style-type: none"> To support teams to complete Information Sharing Agreements which reflect their business need and comply with policy and overarching agreements. 	<ul style="list-style-type: none"> As and when required
<ul style="list-style-type: none"> To support teams to complete Data Protection Impact Assessments which reflect their business need and comply with policies and procedures. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To maintain personal and professional development to meet changing demands of the job e.g. legislative changes and security threats. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Promote an information governance awareness culture and adoption of good security practice within the Council. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure the information governance intranet pages are up to date and contain relevant information 	<ul style="list-style-type: none"> Monthly



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> A strong level of professional experience including relevant specialist knowledge supported through qualification attainment. 	Essential	A, I
<ul style="list-style-type: none"> Should be able to demonstrate recent and continuing professional and personal self-development. 	Essential	A, I
<ul style="list-style-type: none"> Comprehensive level of education and attainment to degree level or equivalent. 	Essential	A, I
<ul style="list-style-type: none"> Knowledge of a variety of technology solutions. 	Desirable	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Production of policy and practice on data protection and data security 	Essential	A, I
<ul style="list-style-type: none"> Advice, training and advocacy of data security and protection. 	Essential	A, I
<ul style="list-style-type: none"> Report writing to a high level. 	Essential	A, I
<ul style="list-style-type: none"> Processing of Subject Access Requests under Data Protection Legislation and in particular an understanding of children's social care pathways and the data processed about them. 	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Advising on information sharing protocols development and implementation 	Desirable	A, I
<ul style="list-style-type: none"> Working across organisation boundaries, including influencing senior management. 	Desirable	A, I
<ul style="list-style-type: none"> Supporting organisational change and transformation 	Desirable	A, I
<ul style="list-style-type: none"> Handling and responding to complaints about breaches of the Data Protection Act. 	Desirable	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Able to communicate effectively at all levels 	Essential	A, I
<ul style="list-style-type: none"> Excellent verbal and written communication skills 	Essential	A, I
<ul style="list-style-type: none"> Self-motivated and able to manage own time 	Essential	A, I
<ul style="list-style-type: none"> Able to work under pressure and manage priorities 	Essential	A, I
<ul style="list-style-type: none"> Ability to work to specific timescales 	Essential	A, I
<ul style="list-style-type: none"> Able to produce written work to a good professional standard of presentation and a high degree of data quality 	Essential	A, I
<ul style="list-style-type: none"> Able to work effectively as part of a team. 	Essential	A, I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

