

Information Governance Officer

Service	Reporting to	Location	Grade	Salary	Hours
Information Governance	Information Governance Manager	Civic Centre	2C	£30,515 - £32,578	36

About the role

- To support an effective Data Compliance Programme for the council, which is efficient and responsive to the needs of employees and citizens. To provide a professional Information Governance (IG) service to the council and members of the public.
- To ensure the council is, and remains, compliant with data protection legislation by remaining up to date with changes to legislation.
- To process Individual's Rights Requests, which involves sourcing the relevant records, determining entitlement to those records, deciding which records relate to the specific request, preparing and disclosing the records as appropriate in accordance with the law.
- To action requests from individuals exercising their rights under the UK General Data Protection Regulations (UK GDPR) within the mandatory time limits. To correspond with requesters in a professional manner, to facilitate their requests.
- To log, allocate and coordinate all requests for information and advice, including Freedom of Information, Subject Access and Data Protection.
- To assist in any investigation undertaken by/with the Information Commissioner's Office (ICO) and to collate information that may be required in the course of any investigation or enforcement action.
- To participate in the development of corporate strategies, policies and procedures for effective information management
- To provide professional advice, and occasional training, on data protection legislation to support all council service groups and schools to ensure their handling of information is compliant.
- To provide statistical information for performance monitoring and to participate in the team's continual service improvement by updating processes and procedures.
- To plan, coordinate and facilitate meetings, including taking minutes where necessary, and to represent the IG team at meetings and working groups, both internally and externally.
- To develop and maintain key contacts throughout the council and wider IG community.

Key outcomes

- Requests for information are dealt with professionally and efficiently.
- Records are prepared in line with data protection legislation before disclosure to data subjects/3rd parties.
- Requests for information are handled within the time limits imposed by legislation to ensure the council remains compliant with the law.
- Cases are logged and allocated promptly.
- Case records are complete, accurate and up to date.
- All correspondence is courteous and professional.
- Details of key contacts are up to date.
- Performance figures are accurate and prepared on time.
- Internal procedures are followed, documented, and kept up to date.

What we need from you

- To model and demonstrate our values and behaviours.
- Strong IT and organisational skills.
- Self-motivation and initiative.
- Excellent written and verbal communication with the ability to express effectively and sensitively, in person, via the telephone and in writing, with a range of stakeholders, internal and external.
- The ability to manage and prioritise a varying workload and to meet tight deadlines.
- To integrate with the IG team to provide a joined-up, professional service.
- Commitment to personal development.
- To undertake training as and when required.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteofapprenticeships.com/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](https://www.ideaschools.co.uk/) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.