**Job Description and Person Specification Profile**

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| **Job Title** | Information Governance Officer |
| **Job ID** | L20 |
| **Service** | Information Governance |
| **Grade** | G |
| **Reporting to** | Information Governance Manager (theme to be confirmed) |

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| **The Role** |
| This role will support and deliver the day-to-day requirements of Information Governance throughout the Council, ensuring there is robust information governance compliance in place in the Council. **Main Duties and Responsibilities include:*** Keep the Information Governance Framework under review, ensuring that it is fit for purpose, remains in line with available business technology strategies and conforms to all relevant standards and statutory requirements.
* Work to achieve user understanding of the Information Governance Framework, including coordination the widespread dissemination of the contents of the framework and promoting adherence amongst staff.
* To support the Information Governance managers to ensure policies and procedures are fit for purpose.
* Responsible for coordinating requests received for information under the provisions of the Freedom of Information Act 2000 and ensure that full compliance with Freedom of Information Legislation is adhered to, including appropriate timescales.
* Responsible for coordinating requests received for personal information under the provisions of the Data Protection Act 2018 (Subject Access Requests) and ensure that full compliance with the act is followed including appropriate timescales.
* Maintain an accurate and up to date data base of requests and enquiries including details of any disclosures, refusals, fees, advice and guidance and ensure that the information requests database is up to date.
* Provide advice, guidance and interpretation on matters relating to Information Governance.
* Produce regular performance reports for the relevant Management Teams and monitor and track the progress of requests, escalating where necessary.
* Develop and keep up to date the Information Governance pages on the intranet, including the content of all linked internal documents and ensure that the Council’s website has relevant, up to date and accurate information relation to Information Governance and Information Requests and including the Publication Scheme is up to date.
* Advise on risk management and counter measures to minimise the impact of information risks to the Council.
* Assist in the completion of Data Protection Impact Assessments to quantify the threat and risk levels to services or projects and the impact on the Council’s overall Information Governance Framework.
* Build relationships with senior managers both with the Council and within partner organisations/agencies in order to obtain ownership and compliance with corporate policies and procedure and provide advice where required in respect of information governance matters.
* Organise, facilitate and minute the Information Governance Group and the Information Champions Group.
* To liaise with departmental teams, legal services and partners on disclosure of information matters, including undertaking high profile legal case and sensitive records searches.
* Advise as to future requirements in respect of information governance, providing robust recommendations for new projects/initiatives and changes, to processes and procedures to ensure that Information Governance Group is kept abreast of new requirements and risk exposures.
* Undertake periodic audits/security reviews of information held by the Council to ensure adherence to legislation, policies and procedures thus minimising the risk of data/information losses/incidents.
* Monitor conformance with and the effectiveness of the Council’s Information Governance Framework, reporting to management as required.
* Undertake investigations into Information Incidents in accordance with the Personal Data Breach Reporting Procedure and Personal Data Breach Manual, liaising with Legal and HR to ensure appropriate action is taken.
* Work closely with the Information Assistants to ensure that the Information Incident Log is maintained and kept up to date in a timely manner.
* Communicate with tact, understanding and discretion with members of the public when dealing with enquiries, complaints and information requests.
* Provide reports and statistics on information governance related issues as required.
* Prepare and deliver training and awareness material/sessions for elected members and officers at all levels in the Council.
* Undertake the duties of the post in accordance with the Council’s Equal Opportunities Policy.
* Such other duties as reasonably correspond to the general
* To provide support to the Information Governance Managers as required

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.  |

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| **About You** |
| **Your essential qualifications**

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| * 5 GCSE’s grade A-C including Mathematics and English Language (or equivalent)
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| * A Levels or equivalent in a relevant subject
* The Practitioner Certificate in an area of Information Governance or working/willingness to work towards.
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**Your essential skills, knowledge and experience**

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| * Experience or working with either data protection, freedom of information or information governance issues, e.g. handling data subject/information access requests and providing advice on information governance
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| * Experience and understanding of information governance issues in a local government environment
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| * Experience of working in a large organisation, dealing with multiple enquiries and tasks simultaneously in a timely manner
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| * Experience of preparing and delivering training courses
* Numerical skills including basic accountancy skills
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| * Effective written and oral communication
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| * Use of Microsoft Office Software or equivalent
* Ability to work to timetables and achieve deadlines
* Work organisation, planning and programming
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| * Positive attitude to the role and it’s requirements
* Organisation skills
* A calming telephone manner
* Knowledge and understanding of equal opportunities
* Fair and consistent in dealing with others
* Attention to detail
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| * Negotiation and influencing skills
* Presentation skills
* Supervisory skills
* Self-motivated
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**If you have the following experience or qualifications – then that’s great!*** Degree of equivalent
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**Our employees’ skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.**

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| **What can you expect from us?*** A fair salary and benefits
* Opportunities for good health and wellbeing
* Help you to grow, develop and to do your best
* Enable you to be creative and innovative
* Fully involve you in changes that affect you and your work
* Listen, and act on your ideas and feedback

**Working together, we are proud to work for Tameside** |

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

