

Information Governance Officer

Role Profile

Service: Information Governance – Legal and Governance Services
Band: Band 7
Reporting to: Senior Information Governance Officer
Responsible for: No direct reports



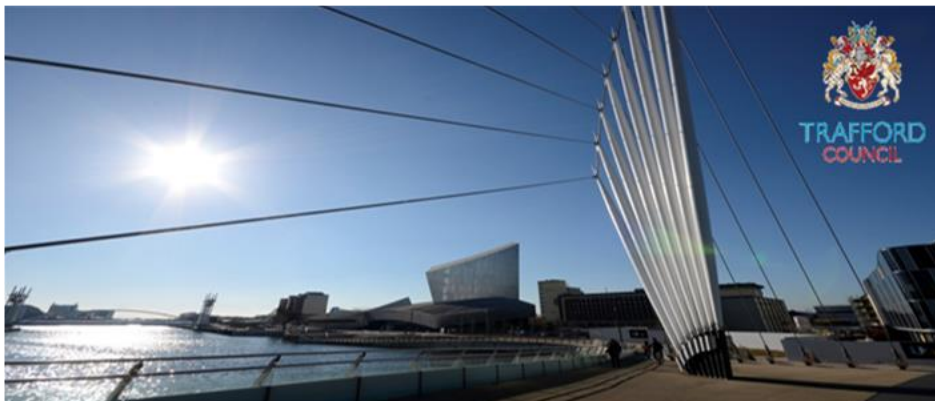
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

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

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Trafford Council's Information Governance Team is committed to delivering a high standard for the handling of information, and ensuring the Council has the necessary tools and processes in place to achieve this excellent standard. The team works collaboratively with other departments, senior leaders, and key partner organisations helping them to practice good information governance and to be consistent in the way they handle personal and corporate information.

Your Main Priorities

- Supporting the Senior Information Governance Officer in providing expert advice; promoting data protection and freedom of information compliance and best practice; and maintaining standards and procedures across the organisation.
- Contributing to the development and operation of information governance activities including information sharing, risk management and broader governance and partnership issues.
- Representing the Information Governance Team in the promotion of collaborative working across the Council and the maintenance of customer focus and to achieve the highest quality results in all aspects of the work of the Governance Services.
- Providing assistance and representation to the Council, the Senior Information Governance Manager, Information Governance Assistants and other colleagues within the wider Legal and Governance Services as and when required.
- Developing effective communication and collaborative working internally within the Council and with external colleagues and partners.

Key duties

- Developing and maintaining detailed understanding and knowledge of legislative and procedural requirements pertaining to Information Governance, and sharing knowledge and learning with the Information Governance Assistants and trainees/apprentices as and when required.
- Undertaking research, as and when requested, and provide briefings on Information Governance issues.
- As directed, take conduct of and advise on complex casework, and queries or other matters.
- Supervising work undertaken by Information Governance Assistants, trainees/apprentices and other junior staff.
- Supporting the Senior Information Governance Officer and Information Governance Manager in ensuring the quality of service delivered by the Information Governance Team
- Providing high quality, timely advice and guidance relating to new legislation, statutory instruments, policy documents, circulars and case law within information governance.
- Preparing, reviewing and providing comments for reports and attend such meetings of the Council, committees, sub-committees and working parties to provide Information Governance advice as necessary.
- Managing and maintaining up to date and accurate records, ensuring security of data within Council guidelines.
- Supporting the Senior Information Governance Officer to promote collaborative working across the Council and maintain a focus on customer orientation and service quality.
- Developing and maintaining effective client relationships with partners and external agencies to improve and maintain service delivery standards.
- As directed, providing support and assistance to colleagues in the Legal and Governance Team in the handling of queries, cases or other matters.
- Undertaking all other duties commensurate with the grade of the post as required by the Senior Information Governance Officer, Information Governance Manager and/or Head of Legal and Governance.

About You

Qualifications and Professional Development

- Degree or equivalent qualification
- Evidence of continuous personal and professional development

Experience and Knowledge

- Significant experience of working in and of providing specialist advice on Information Governance with a good/detailed knowledge and understanding of relevant legislation and procedures
- Detailed knowledge and practical experience of Records Management and information request handling, including Subject Access Requests and Freedom of Information/Environmental Information Regulation requests
- Experience and understanding of wider information governance issues, including information sharing, information security and records retention
- Experience of developing effective working relationships with all levels of management, colleagues and stakeholders, providing advice and guidance regarding information sharing within the statutory framework
- Experience of organising, activities and events to promote Information Governance and data protection compliance and best practice
- Detailed knowledge of GDPR, Data Protection legislation and Caldicott Principles

Skills and abilities

- Effective communication (verbal and written) and interpersonal skills, with the ability to engage with people at all levels and present technical/complex information to a diverse audience in a clear, structured and understandable way to influence decision-making and encourage widespread input and ownership
- Analytical and problem-solving skills; able to research and interpret information, drawing inferences, explore new avenues and formulate ideas/recommendations based on expertise and evidence
- Strong attention to detail, producing high quality reports, review very large volumes of information carefully and redact accurately prior to disclosure
- Developed organisational and planning skills, with the ability to prioritise and manage workload, producing accurate work within deadlines
- Able to work both as part of a team to deliver service objectives and independently with minimal supervision, demonstrating initiative in making decisions
- Ability to adapt to change, understanding and using new information quickly and sharing learning with colleagues
- IT literate and competent to use specialist computer software for the purposes of time recording and general day to day activities

Special Conditions

- N/A

Date prepared/revised	Updated role profile – 05/10/2023
Prepared/revised by	D Sykes / R Pollard
Job Evaluation	Existing evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.