Your job

Job Title: Information Governance Assistant

Service: Resources & Contracts, Information Governance

Grade: 5

Reporting to: Information Governance Manager

As an Information Governance Assistant, you will report to the Information Governance Manager and be part of a client focussed and outcomes driven legal and democratic function.
You will play a key role in providing proactive, efficient and effective support to the Information Governance function and work collaboratively with colleagues across the Division to provide a high-quality service.
You will support in the recording, acknowledgement, management and completion of Data Incidents, Police Disclosure Checks, Freedom of Information (FOI) requests, Environmental Information Regulations (EIR) requests, Data Protection Act requests (DPA) Information Rights Requests and Data Protection Complaints received by the Council including the arrangement and management of appointments for records and ID checks.
You will follow, interpret and apply the Council's in house procedures and policies for the handling of data breaches, FOI and EIR requests, police disclosures, DPA requests, Information Rights requests and Data Protection Complaints. You will liaise and correspond with officers including senior officers and third parties in the management and completion of the above areas of work in accordance with statutory time limits and guidance set by the Information Commission or other relevant external agencies.
You will have an understanding and knowledge of UKGDPR.
You will use computerised and manual systems to record, collate and analyse data in relation to Information Governance function, assisting with

the prompt and accurate answering of requests and dealing with any supplementary enquiries.
You will work closely with clients and customers providing basic Information Governance advice, support and assistance to client officers, fellow professionals and members of the public on information governance related matters.
You will assist in the delivery of service objectives, client satisfaction and performance targets.

Mandatory Statement

The Council is committed to complying with UK General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commission (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.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

- Provide technical support to the Information Governance function,
- Process requests related to the Information Governance function ensuring they are acknowledged, recorded, managed, completed and directed to the appropriate service area for response,
- Use computerised and manual systems to record, track and manage requests related to the Information Governance function ensuring they are responded to within statutory guidelines,
- Assist with the reviewing and updating of information governance policies and procedures including the examination and extraction of information,
- Assist and support other members of the Information Governance Team including, preparation of reports, papers and minute taking,
- Undertake research and evidence gathering including sourcing, retrieval, reporting of compliance.
- Apply redactions to documents when required using appropriate methods

- Provide basic information governance advice to colleagues and clients to assist them in the delivery of their objectives,
- Deliver a service which provides value for money, is efficient and has high levels of service delivery.
- Contribute to quality assurance policies and procedures within the service
- Ensure you operate within UKGDPR 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:

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- Level 3 qualification in Administration or an equivalent qualification or higher or the ability to demonstrate an equivalent level of experience relevant to the role or knowledge or experience of UKGDPR matters
- Experience of recording and managing requests for information,
- Experience of maintaining, updating and extracting information from computerised and manual systems,
- Experience of operating in a pressurised and deadline driven environment,
- Experience of managing and prioritising conflicting demands,
- The ability to manage and prioritise own workload,
- High level of ICT skills with experience and excellent knowledge of Microsoft packages,
- Be able to represent the service and the Council at local level,
- The ability to be positive, accountable and courageous in delivering the service priorities and clients objectives
- 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.
- Ensure you operate within UKGDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

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 **TeamWigan** behaviours.

Be Positive	Take pride in all that you do and support and develop yourself and others.
Be Accountable	Be responsible for making things better, enabling change and supporting improvement.
Be Courageous	Be open to doing things differently and working collaboratively with others.
Be Kind	Be helpful, generous and thoughtful towards yourself and others.