

Job Description and Person Specification

Information Governance Officer

A Lambeth to be proud of



Job Title: Information Governance Officer
Grade: PO2
Department: Digital Data and Technology
Division: Resources
Responsible to: Information Governance Manager
Responsible for: no line management responsibility

Context

Lambeth Council is constantly evolving as it modernises and improves its effectiveness and access to services, in part through new and improved information governance processes.

This role has responsibility for ensuring the Council meets the highest standards of governance, risk management, and for embedding the principles of knowledge management and sound governance across the organisation and its partnerships. The post holder requires the highest levels of political astuteness and personal integrity, alongside the ability to apply strong critical thinking skills to enable the organisation to deliver its objectives within statutory, constitutional and value for money requirements. This post holder must also play a key role in supporting the development and delivery of the overall strategic objectives of the Council, working as 'one Council' across the organization.

The IG function is managed by the IG Manager.

The IG function is responsible for proactively supporting services to implement the Information Governance (IG) Framework, to remove risk aversion and improve information flows both within the Council and with partners.

Furthermore the IG function provides a DPO service to schools as required by GDPR / DPA 2018 in so far as schools are public authorities and therefore require a DPO.

All roles in IG will contribute to the delivery of the IG Framework and forward plan and be expected to seek opportunities to improve business outcomes and benefits across their duties.

Job Purpose

The IG Officer will undertake a range of operational support duties and professional activities under the direction of their line manager.

They are generally expected to work without supervision but their work will be reviewed on a frequent basis against agreed targets.

The IG Officer is responsible for proactively supporting services to implement the Information Governance (IG) Framework, to remove risk aversion and improve information flows both within the Council and with partners

Some of their work may involve resolving issues beyond the ordinary operations of the IG Service, or contributing to new programmes or projects.

Responsibilities

The postholder will have responsibility and accountability for the following:

1. Assist the IG Manager in ensuring that formal information access requests (including those made under Data Protection, Freedom of Information and other relevant legislation and regulation) and complaints are dealt with according to approved procedures and in line with agreed standards for quality and timeliness.
2. Assist the IG Manager in Identify opportunities and recommend actions for improved use and management of information in support of organisational priorities.
3. Contribute to the development and selection of appropriate design standards, methods and tools and ensure they are applied effectively and that all work is documented using the appropriate standards, methods and tools.
4. Apply and maintain specific procedures and security controls as required by organisational policy and local risk assessments to maintain confidentiality, integrity and availability of business information systems and infrastructure components.
5. Identify risks, coordinate risk assessment, manage agreed actions (which may involve acceptance of risk, risk reduction or mitigations to avoid/ eliminate risks), and monitor the status of risks on an ongoing basis.
6. Contribute to the design and implementation of effective operational and supervisory procedures
7. Implement agreed work plans, allocating tasks to associated staff or 3rd parties with clear support and guidance
8. Build effective working relationships both within their own team and with wider stakeholders
9. Responsible for working with limited supervision (except in areas of particular technical complexity or sensitivity) that are subject to review on completion
10. Pro-actively identify issues and work with the business to develop improvements to systems and supporting processes

11. Contribute to the implementation and maintenance of appropriate methodologies, tools and best practice with staff commensurate with their professional specialism and role responsibilities
12. Contribute to improving the efficiency and effectiveness of operational delivery in their team area
13. To take personal responsibility for the good use of the Council's resources appropriate to the job level and their team area
14. Assist in ensuring that Council policies, statutes and government legislation are upheld within their team area
15. To take responsibility for the development and implementation of their own personal development plan, and own continued professional development in those areas relevant to their role within Lambeth Council; including occasional attendance at events, meetings and subgroups (when time permits)
16. Undertake other duties which might be reasonably requested from time to time
17. Deputise for the IG Manager as required
18. Responsible for supporting the Council and IG team with identification, investigation and recording of data breaches; providing feedback to all relevant parties
19. Responsible for supporting the Council and IG team with investigating and responding to data subject requests and complaints; providing feedback to all relevant parties
20. Responsible for supporting with the IG annual compliance work including, but not limited to, ICO annual registration fee payments (for service areas throughout the council), IG relevant toolkits; in support of the Head of Information Governance/DPO
21. Responsible for supporting the Council and IG team with other business as usual work, including, not limited to, Information law [FOI / EIR] advice and assistance, DPIA and risk assessment work, submission of any internal or external statistics, reports audits or returns
22. Responsible for supporting the Council and IG team in undertaking such other tasks as set out in the relevant IG Forward Plan
23. Responsible for supporting the Council and IG team in the management of the Information Governance queue, ensuring resolution, reassignment and escalation of requests as required.

24. Responsible for attendance or provision of information governance feedback at relevant meetings
25. Responsible for continuous improvement to practices in their team area
26. Maintain an awareness of developments in information governance and its relevance to Lambeth Council
27. Contribute to the evaluation of business processes on an on-going basis and identify options for improving IG compliance
28. Contribute to risk and issue management, by identification and recording of risks within the IG risk register within their team area.
29. Assist in highlighting risks and issues affecting IG compliance; providing Services and the Council with recommended actions as to how to manage and mitigate these risks
30. Contribute and provide guidance and training to service areas on the application and use of Data Protection Impact Assessments/Data Protection Risk Assessments in service areas
31. Contribute to the development, review and implementation of a data protection compliant Information Governance Framework (IGF) or any future IGF or similar framework or programme that enables individuals, teams and services to understand their responsibilities, and to ensure that their processes are compliant with Council policies

PERSON SPECIFICATION
Information Governance Officer (PO2)

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Qualification	Q1	Educated to at least GCSE level or GCSE equivalent such as BTEC, EBacc or NVQ equivalent	✓A
Key Knowledge	K1	Good understanding of the statutory requirements that a local authority must meet in regards to information governance including but not limited to UK GDPR, Data Protection Act 2018, Freedom of Information Act 2000 Environmental Information Regulations 2004	✓A
	K2	Good understanding of the procedures and processes required to implement an information governance framework	✓A
	K3	An understanding of how information governance can be an enabler to change not a restriction	✓A
	K4	An understanding of how a robust information governance framework can liberate information appropriately within the organisation not just secure information flows	✓A
	K5	An understanding of risk and issue management	
	K6	Good understanding of the practices required to implement and maintain effective IG solutions	✓A
	K7	Has appropriate specialist knowledge commensurate with the role	

	K8	Some understanding of the business processes used to support customer service and service delivery	
	K9	Practical understanding of the latest IG innovations/changes in legislation/case law/guidance/codes of practice in their specialist area	✓A
	K10	An understanding of the activities of a local authority is desirable	
Experience	E1	Proven experience within an IG client services environment ideally within an information governance or similar role	✓A
	E2	Demonstrable experience of delivering work to agreed timelines and quality criteria within a similar role	
Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. 	

		<ul style="list-style-type: none"> • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. 	

		<ul style="list-style-type: none"> • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	