HILLINGDON
LONDON

Job Profile

JOB TITLE: Information Governance Manager

GRADE: POD

POST NO: 31240

JOB TIER: 4 (Team Manager)

DBS CHECK: Not Required

GROUP: Technology / Information Governance

SERVICE: Corporate Services

REPORTING STRUCTURE

Reports to: Head of Technology

Direct Reports: 2

Indirect Reports: None

ROLE PURPOSE:

The Information Governance Manager will lead the Council's information governance function, providing corporate oversight, assurance and expert advice on data protection, information rights, records management and lawful information sharing.

The post holder will set standards, manage compliance activity, support statutory obligations, provide constructive challenge to services and maintain effective relationships across the Council and with relevant external bodies.

A. Job Description
Information Governance Manager

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- To be responsible for the selection, development and performance of the Information Governance team in line with the Council's HR policies.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).

3. Operational Service Delivery

- To review, develop, implement and maintain information governance systems, policies, procedures and strategies to comply with the relevant legislation.
- To actively promote a culture of customer-focussed continuous improvement and service efficiency.
- Monitor, evaluate and report on Council performance and compliance with its statutory obligations and response times within legal timeframes and corporate performance management requirements.
- To support the Senior Information Risk Owner in the effective governance of information risk, including preparation of reports, monitoring of actions and coordination of the Council's corporate Information Management Strategy Group.
- To work with the Data Protection Officer to support the delivery of the Council's statutory data protection responsibilities and act as the Council's Deputy Data Protection Officer where required.
- Collaborate with Internal Audit, Legal Services, Technology, Digital and other relevant teams to ensure that data sharing and record management protocols are being correctly followed and to ensure that remedial actions are being implemented as required.

- To lead the Council's information governance response to personal data breaches and information incidents, including triage, risk assessment, advice on containment, liaison with relevant services, reporting to the Data Protection Officer and Information Commissioner's Office where required, and oversight of lessons learned.

- Lead, champion and manage the implementation of the corporate Records Management Policy across the Council, ensuring that records are created, stored, retained, disposed of and shared appropriately, with proper regard to confidentiality, transparency, lawful information sharing and the protection of personal and special category data.

- To act as subject matter expert, providing advice on data protection, security and sharing, Freedom of Information and Environmental Information Regulations and document and records management, interpreting primary legislation and guidance to develop easily understood policies, procedures and guidance for use in the Council.

- To provide advice and guidance to Information Asset Owners and services on the effective development and use of Data Protection Impact Assessments, Data Sharing / Processing Agreements etc, reviewing and signing off input from the Data Protection Officer.

- To lead, develop and project manage the introduction and operation of effective, appropriate and integrated information management systems to promote and enhance compliance.

- To develop and deliver policies, guidance and training for officers on all aspects of Information Governance and document and records management.

4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.

- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.

- Maintain a current service workforce plan including a succession plan for all key roles within own team.

5. Financial & Resource Management

- To take responsibility for the effective management of the allocated department / team budget.

- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.

- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.

6. Service Improvement

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.

- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies.

- External contact will be with regulators, partner organisations, suppliers, auditors, legal advisers and providers of relevant digital or information management services.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

- Participate in the councils emergency planning arrangements / rota.

9. Key Performance Indicators

- Delivery against any agreed Service Levels.

- Delivery against allocated budgets and MTFF saving targets.

- Delivery against agreed PADA objectives

This profile/JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

B. Person Specification

Information Governance Manager

This person specification will be used for recruitment to the Information Governance Manager vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	**ESSENTIAL**	**DESIRABLE**
Degree level qualification or equivalent relevant professional experience in information governance, data protection, law, records management, information management, public administration or a related field	☒	
Relevant professional qualification or evidence of specialist training in data protection, information governance, records management or information rights, for example United Kingdom General Data Protection Regulation (UK GDPR), Data Protection Act 2018, Freedom of Information Act 2000 or Environmental Information Regulations 2004.		☒
Evidence of continuing professional development in information governance, data protection, records management or information rights	☒	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	**ESSENTIAL**	**DESIRABLE**
Ability to act with discretion and sound judgement when handling sensitive, confidential and special category personal data.	☒	
Ability to provide independent, evidence-based advice and challenge to services on information governance risks and compliance.	☒	
Ability to work flexibly to meet the needs of the service, including some out of hours work as required.	☒	
3. EXPERIENCE	**ESSENTIAL**	**DESIRABLE**
Experience of applying information governance, data protection, information rights or records management requirements in a public authority, regulated or similarly complex organisation.	☒	
Experience of assessing, managing and reporting information governance risks, including personal data breaches, incidents, remedial actions and lessons learned.	☒	
Experience of working with cyber security, legal, audit and operational teams to manage information governance risks and assurance requirements.	☒	
Experience of overseeing information rights requests, including Freedom of Information, Environmental Information Regulations, Subject Access Requests and related statutory deadlines.	☒	
Experience of advising on, reviewing and assuring Data Protection Impact Assessments, data sharing agreements, data processing agreements and privacy notices.	☒	
Experience of developing or implementing records management policies, retention schedules, information asset registers or Records of Processing Activities.	☒	

Experience of managing staff, workloads, performance and service priorities in a professional or compliance function	☒	
Experience of developing guidance, briefings or training to improve organisational understanding of information governance responsibilities.	☒	
4. KNOWLEDGE & SKILLS	**ESSENTIAL**	**DESIRABLE**
Knowledge of information governance assurance methods, including audits, compliance reviews, risk registers, action plans and performance reporting.	☒	
Awareness of cyber security incident management and digital evidence considerations.		☒
Strong working knowledge of UK GDPR, Data Protection Act 2018, Freedom of Information Act 2000, Environmental Information Regulations 2004 and associated Information Commissioner's Office guidance	☒	
Knowledge of records management principles, retention and disposal, transparency duties and lawful information sharing in a public authority context.	☒	
Ability to explain complex legal, regulatory and technical issues clearly to non-specialist audiences.	☒	
Ability to influence senior managers and service leads, balancing compliance, operational delivery and resident impact.	☒	
Ability to analyse compliance data, identify trends and produce clear reports, recommendations and improvement plans.	☒	
Confident user of Microsoft 365 and case management or information governance systems, with the ability to improve handling, tracking and reporting of information governance work.		☒

Our values

Respect
We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative
We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient
We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity
There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest
We are transparent in the actions and decisions we take. We provide a safe space to have truthful discussions in a positive way. We encourage constructive feedback without fear of judgement.