

Job Description

Job title	Information Governance Officer
Directorate	BUSINESS : Business Support
Division	Legal and Governance
Range	Range 3
Reports to	Head of Information Governance

Main purpose of the job:

The Information Governance (IG) Officer will report to the Head of Information Governance as part of a team responsible for ensuring that the Council is compliant with Information Laws; this includes but is not limited to the Data Protection Act 2018 (DPA), UK-GDPR, the Freedom of Information Act 2000 (FOI), the Environmental Information Regulations 2004 (EIR) and the Privacy and Electronic Communications Regulations (PECR).

The primary role of the post holder is to support the overall development, management and delivery of the Council's IG Strategy and work programmes; to oversee data processing practices, ensuring that they meet all statutory requirements, the provision of advice, guidance, and auditing ensuring compliance with the legislations and any requirements of the Information Commissioner, as the Supervisory Authority.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

You will be responsible for supporting the Head of Information Governance Manager in providing the following service:

Effective management of Information Governance matters, FOI requests and Data Protection SAR's within statutory timescales (where relevant) for Medway Council and under Shared Service Agreement to Gravesham Borough Council.

Inbox management- maintenance of three shared inboxes, including triaging and responding to internal and external enquiries and filing.

Deal with straightforward queries and escalate more difficult or complex queries to Senior Information Governance Officer.

Preparing reports on performance across the Council departments.

Helping with development and delivery of Information Governance training programmes to staff at all levels across the organisation to ensure training needs of both councils are met.

Assist with investigations into complaints, incidents and breaches relating to the Data Protection Act 2018, GDPR and other Information Governance legislation to ensure individual rights are managed via internal processes.

Assist with development, implementation and reviews of all information governance policies and support teams to ensure compliance is met.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Head of Information Governance

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

Qualifications

- 5 GCSEs including Maths and English or equivalent
 - Degree or experience in Data Protection/Information Management or a relevant subject
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Knowledge

- Awareness of Freedom of Information Act and Environmental Information Regulations
 - Understanding of UK GDPR law and the Data Protection Act
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Experience

- Working within a local authority setting
 - Able to demonstrate understanding of how teams work with other services and can take a proactive approach towards helping others
 - Can undertake a caseload and deliver actions as required within agreed timescales
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Skills

- Proficient in the use of Microsoft Word, Excel and Outlook
- Able to work using own initiative
- Excellent communication skills and ability to communicate effectively and professionally
- Customer care skills with the ability to adapt services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary