

Lancaster City Council - Job Description & Person Specification

Job Title:	Information Governance Officer	Grade:	GG8	Job Code:	LCC027/ RFS0029
Service/Team:	Governance/Information Governance	Role Type: *Delete as appropriate	HYBRID	Reports to: *Title & LCC Code	Information Governance Manager RFS0030
Line Managers: *Title/s & LCC Code	N/A				

Job Overview
Support the Information Governance Manager in maintaining Information Governance policies, procedures, processes and controls to manage the Council's information assets so as to support business needs and meet legal, risk management and operational requirements. To coordinate and provide appropriate responses to Data Protection, Freedom of Information, Environmental Information and related requests and to assist with Insolvency work.
Direct Responsibilities
Maintain the log of all requests for information, capable of being used for reporting. Maintain procedures for monitoring ongoing requests and ensuring colleagues are aware of key dates, coordinating multiple work areas and teams at once to ensure statutory deadlines are adhered to. Liaise with all departments and services as appropriate to obtain the necessary information to respond to requests appropriately. Review case files and supporting documentation and preparing responses to information requests, advising colleagues on legislative requirements as necessary. Issue all responses to centrally received Data Protection, Freedom of Information, Environmental Information, Insolvency, and related requests in compliance with the relevant legislation. Report to the IG Manager in relation to the Council's compliance with the Data Protection, Freedom of Information and Environmental Information legislation. Manage enquiries arriving with the Council via all necessary mailboxes. Redact recorded information before disclosure to ensure compliance with Data Protection legislation. Monitor on-going requests to ensure prioritisation is applied to meet the statutory deadlines set out in the relevant legislation. Assist in the investigation of and response to complaints and incidents relating to non-compliance with the GDPR and DPA and provide advice on mitigation. Including requests for internal review. Complete reports of complaints and alleged contraventions of the Data Protection Act for submission to senior management and the Information Commissioner's Office (ICO), as regulator. Act as the Council's initial contact for requests for information from the Police and other agencies under Data Protection legislation. Assist in liaising with the ICO, Local Government and Social Care Ombudsman, Housing Ombudsman and Insolvency Service when required and make appropriate submissions to support the Council's position in relation to specific cases. Assist the IG Manager in maintaining information governance policies, procedures, processes and controls to manage the Council's information assets.

Lancaster City Council - Job Description & Person Specification

Assist the IG Manager in ensuring that employees and elected members are meeting the Council's standards in information governance and assist in the maintenance of an effective online training programme for information management.

Update the Council's Information Governance intranet/website content to ensure relevant advice and information is available for all stakeholders.

Assist in the maintenance of the Council's publication scheme to ensure the Council meets best practice and requirements of the regulator.

Ensure data sets published under the transparency agenda are compliant with Data Protection legislation.

Arrange the distribution of organisational communications and briefings to maintain awareness of Data Protection, including Freedom of Information and Environmental Information requirements.

Keep up to date with key issues in information governance legislation, including guidance from the Information Commissioner, and sector-specific best practice.

Conduct and review risk management analysis for projects.

Regularly review contracts on behalf of other teams to ensure they meet DPA/GDPR standards thus reducing the Council's data protection risk whilst contracting with other partners.

As Deputy DPO, make decisions as to whether or not the Council needs to report any Data Breaches/High Risk processing to the Information Commissioner's Office and conduct investigations as to how a breach has happened. Advice and guidance must then be provided to services on how the Council can reduce their risk in the future and any additional assistance provided to staff and the general public should the need arise.

General administrative tasks to support the day-to-day operation of the Information Governance function.

Primary Measurable Objectives

To support the Information Governance Manager (IG Manager) in the provision of advice on information governance matters, liaising with colleagues across the Council to ascertain their needs in terms of formal guidance and advice.

To interpret and apply information governance codes of practice and legislation including, but not limited to the Freedom of Information Act 2000 (FOIA), General Data Protection Regulation (GDPR), Data Protection Act 2018 (DPA) and the Environmental Information Regulations 2004 (EIR) for staff within the Council in a practical and easily understood way.

To manage requests for information made to the Council under the GDPR, DPA, FOIA, EIR and Insolvency in compliance with the legislation, best practice and internal Council policies

Act as the councils Deputy Data Protection Officer as referenced under Article 37 of the General Data Protection Regulations. Enabling compliance with the GDPR, fostering a data protection culture within the organisation and to implement the essential elements of the GDPR in an independent manner. Providing impartial advice and guidance to employees of the Council on Data Protection matters when the DPO (Information Governance Manager) is not available.

Staff Management Responsibilities

N/A

Lancaster City Council - Job Description & Person Specification

Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	5 GCSE qualifications at grade 9-5 (A*-C) (including English and Maths) or equivalent qualification or experience Computer literacy to at least European Computer Driving Licence (ECDL) level	A degree or equivalent in law or similar field or significant relevant professional experience Attainment of, or working towards, a recognised information governance qualification in data protection and/or freedom of information and Environmental Information, and/or records management areas or information security.	App Form, Interview, Certificate
Experience	Awareness, understanding or evidence of an intent and ability to learn the key principles of relevant legislation, including but not limited to the Data Protection Act, GDPR, Freedom of Information Act and Environmental Information Regulations 2004 Knowledge of records management, data retention and deletion procedures and ability to organise work and records effectively and efficiently. Experience of acting in an advisory role	Awareness and/or experience of administering arrangements to comply with the Data Protection Act 2018, General Data Protection Regulations 2016 and/or the Freedom of Information Act 2000, Environmental Information Regulations 2004, Privacy and Electronic Communications Act 2003. (In addition, there are elements of the Human Rights Act 1998 which the role needs to be aware of.) Knowledge and experience of administering and maintaining processes/systems that capture the incoming and allocation of requests, monitor compliance and performance measures and metrics and provide feedback to managers.	App Form, Interview
Job Related Skills, Knowledge & Abilities	Ability to act in advisory role using effective written and verbal communication skills Customer service skills and ability to deal with a range of both internal and external	Ability to design and produce clear web content Knowledge and experience of administering and maintaining processes/systems that	App Form, Interview

Lancaster City Council - Job Description & Person Specification

	customer and stakeholders including employees the public and outside agencies. Knowledge and Experience of working sensitively and discreetly with confidential information and ensuring that high levels of customer care are delivered.	capture the incoming and allocation of requests, monitor compliance and performance measures and metrics and provide feedback to managers. Understanding of public sector transparency agenda and risk management principles	
Personal Attributes Including Interpersonal & Communication Skills	Ability to deal with a demanding workload, meet strict deadlines and prioritise work accordingly. Excellent collaborative working and communication skills.		App Form, Interview
Special Requirements/Other		Experience of working in a public sector environment	App Form, Interview

Lancaster City Council - Job Description & Person Specification

Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	