

Information Governance and Records Officer

Permanent or FTC role (role profile will be the same, individual posts will be confirmed as one or the other), based in Kingston and Sutton

Grade G/H/I - bar 28 and bar 33

Position summary

Working in the Information Governance and Records Management team, you'll be responsible for providing co-ordinated support regarding information governance to all services within the councils and driving forward the improvement agenda within the authority.

Role purpose

The role reports directly to the Information Governance and Records Manager and its main purpose is to:

- Drive forward the Information Governance agenda and develop and promote policies and initiatives to drive good governance throughout both organisations
- Specialise in information governance legislation and guidance to ensure the councils meet their statutory obligations. Provide advice on all information governance matters
- Support the Data Protection Officer (DPO) in all areas of information governance
- Manage the incoming requests for information that fall within the FOI, EIR and DP Acts and Regulations for Digital and IT, including DPO mailbox
- Build capacity within the councils to ensure that they have the quality of people required to discharge our statutory responsibilities for information governance and embrace good practice
- Design and deliver information governance training and awareness sessions for colleagues throughout the organisations
- Assist on the implementation of information governance improvement initiatives and developments across the councils
- Investigate opportunities for improvement following changes to information systems, information management, practices, procedures, and organisation change
- Assist with requirements gathering, data collection and analysis and problem investigations
- Assist with the preparation of business cases which define potential benefits and associated business risks
- Assist with collation of information governance data, presentation and quarterly reporting
- Coordinate monthly Information Security Board meetings
- Keep abreast of developments in the information governance world nationally and maintain awareness of the ICO guidance on good practice
- Represent the councils at regional and national information governance events and forums.

Main duties of the job for appointment at or progression to Grade H include:

- As a member of the Governance Team, assist in implementing key council and directorate strategies and policies in order to provide a clear focus of governance activity linked to the organisations' objectives
- Assist with the procurement, development and implementation of systems to ensure compliance with FOI and DP
- Undertake analytical activities, deliver and present (either written or orally) analysis outputs in accordance with customer needs and conforming to agreed standards.
- Liaise with the ICO on all appeals made to them and on any cases that progress beyond initial investigation
- Assist with the data analysis and production of ad hoc monitoring information for presentation at board meetings.

Main duties of the job for appointment at or progression to Grade I include:

- Develop initiatives to promote and enhance a supportive and cooperative working relationship with Information Asset Owners and Administrators at all levels throughout both organisations
 - Work with colleagues and users to investigate information governance issues, problems and new opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes / procedures, organisation and equipment
 - Provide advice and guidance to services on any matters relating to information governance and the councils' policies and procedures regarding responding to requests for information, requests for internal reviews, complaints to the ICO, and any appeals to the tribunal.
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The person

In order to successfully deliver the responsibilities of the role, you will need to:

- Question and challenge ways of working, with an understanding of the bigger picture in terms of the corporate context and external environment
- Demonstrate agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders within and outside of the Council
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate innovation and creativity
- Actively engage in positive cross organisational communications and team working
- Communicate clearly, confidently and appropriately with colleagues using the best methods of communication for the task.

Experience

- Practical experience of the operation and implementation of training and development within an Information Governance and Security context
- The rules and regulations around Local Government
- The application of FOI, DP and EIR and systems in Local Government
- Understands and uses appropriate methods, tools and applications
- Demonstrates a rational and organised approach to work
- Effective case management processes
- Familiar with Information Security principles.

- Track record of building excellent stakeholder relationships
 - Familiar with the use of everyday desktop software
 - Excellent working knowledge and a champion of ITIL practices
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Key activities

Performance

- Works with manager and colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Supports operational plans to ensure that the resources within the teams are used to best effect and impact

Customers and Partners

- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Supports the Councils commitment to community cohesion and valuing diversity and social inclusion

Digital/New Ways of Working

- Uses new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminating paper-based processes wherever possible.

Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery
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Context

Shared Digital & IT Service

Digital and IT is a shared service between Kingston and Sutton Councils providing digital and technology services to both councils as well as a number of arm's length companies. These organisations are all different - in size, their customer groups and their aims. Digital & IT needs to ensure that it is able to deliver against all their organisational priorities through the use of a flexible service delivery model.

Many of the organisations we serve have already undergone significant digital and technological transformation. Digital and IT is committed to delivering great public services that are not only highly effective but also easily accessible. We've championed the digitisation of services as well as adopting a 'mobile first' model to ensure that this commitment is fulfilled. There continues to be great opportunities to revolutionise the way we deliver key services.

The councils are focused on delivering the best possible outcomes for their communities. To do this we need staff who thrive in a networked organisation and who can provide strong leadership.

Our priorities, values and behaviours

Our priorities and values

The council wants to change its relationship with our communities, our partners and the people we serve. This means:

- Enabling communities to do more for themselves
- Enabling people to be independent and be able to flourish
- Enabling good growth for businesses and our communities to thrive
- Enabling our staff to take decisions and be free of unnecessary bureaucracy
- Enabling us to use our resources and assets – human, physical and financial – to the very best effect
- Enabling through services that are ‘publicly designed, not necessarily publicly delivered’.

Becoming an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning these priorities are the following values:

- Supportive of trying new ideas, with the courage to change direction
- Transparent and connected in all that we think, say and do
- Appreciative of each other, recognising and celebrating success
- Respectful of difference and valuing diversity.

Digital & IT Behaviours

In Digital and IT, we want to encourage behaviours that support the values of both of our councils.

- Within teams and across the broader Digital and IT department, we’ll be expecting more senior team members to play an active part in developing, mentoring and buddying the less senior members of the team, even if they do not have direct line management responsibility for them. This way, we aim to build a high-performing and flexible team that supports one another and is able to deliver both ongoing service and transformational change for Digital and IT customers and communities.
- All team members have the opportunity to develop and display leadership qualities by taking ownership of the work they do and being committed and present in their interactions with other team members and with our customers
- We expect every member of staff to invest in their own personal development and breadth of experience and capability. This is not achieved purely through formal training courses but also by getting involved, being inquisitive, challenging yourself and seeking out other opportunities to learn and to stay up-to-date with technology and business direction
- We have the responsibility of digitally enabling our councils and communities - so every team member should be an ambassador for our solutions and technologies, whether or not they are in a technical role. We need to set the example by using our digital capabilities and facilities in full and with our customers so that they are inspired by what technology could do for them.

