JOB DESCRIPTION and PERSON SPECIFICATION

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

# **Post title and number:** Information Governance Manager and Data Protection Officer (10016)

# **Service:** Governance and Licensing

**Team:** Information and Complaints

**Grade:** 5

**Responsible to:** Corporate Lead

**Responsible for:** 2 FTE

**Our guiding principles and values**

Our guiding principles and values underpin everything we do. They set out how we will go about our day to day work. We will:

* promote equal access and inclusivity
* consult and engage with our communities
* promote the health and well-being of our residents and colleagues
* deliver quality, accessible services – a great service, first time and every time
* be open, clear and transparent
* treat others and their opinions with respect at all times
* work towards reducing our carbon footprint and enhancing our environment operate as one council team

**Service purpose:**

# Process requests for information made by the public; manage and respond to complaints and comply with data protection legislation.

# **Job purpose:**

To ensure the authority’s compliance with information law including the UK GDPR and Freedom of Information Act and to provide an effective complaints procedure across all council services.

# **Core accountabilities:**

1. Fulfil the statutory role of Data Protection Officer for the council and ensure the authority is compliant with UKGDPR and the Data Protection Act 2018. Be the primary point of contact and advice for all staff and members in relation to the processing of personal data across all services and influence the organisational culture and approach to information governance.
2. Handle information rights requests, including requests for access to personal data and requests for erasure and deal with requests from external organisations for the disclosure of personal data held by the council.
3. Carry out investigations into data breaches including making decisions as to the necessity to report breaches to the Information Commissioner’s office. Make recommendations for procedural change and disciplinary action, as appropriate, depending on the impact of the breach.
4. Ensure published privacy information is GDPR compliant and up to date and take responsibility for policy and procedure for all matters relating to Data Protection, Freedom of Information and Environmental Information Regulations.
5. Provide guidance and advice to staff and Members on compliance with Data Protection legislation including the production of Data Protection Impact Assessments through the regular chairing of an Information Governance Working Board and submission of reports and updates to the Information Governance Board.
6. Act as the authority’s link officer with the Information Commissioner, Local Government and Social Care Ombudsman and Housing Ombudsman.
7. Ensure that the council provides an effective and compliant procedure for dealing with formal complaints across all service areas.
8. To define and ensure record management processes are followed across the Council.
9. Investigate and produce detailed responses to complaints received from the Local Government and Social Care and Housing Ombudsmen. Ensure compliance with orders and recommendations from the ombudsmen and work with service directors and managers to ensure there is a culture of learning from complaints across the organisation.
10. Responsibility for the council’s compliance with Freedom of Information and Environmental Information legislation with the effective, prompt and accurate response to requests.
11. Provide guidance and advice to staff, managers and Members on compliance with the Freedom of Information Act and Environmental Information Regulations.
12. Promote organisational learning from complaints including regular reporting to Executive Leadership Team and Members on complaint statistics and learning.
13. Assist the Monitoring Officer, as required, with general policy and project work.
14. Produce corporate policies and providing information for self-assessments and inspections and responding to relevant legislation.
15. Provide effective leadership and strong performance management of the information and complaints team. Be accountable for staff related matters within the team by ensuring that Human Resource policies are implemented appropriately including performance management, learning and development, absence, discipline and grievance issues.
16. Encourage a learning culture and positively manage the training and development of the information and complaints team.
17. This is a politically restricted post under Local Democracy, Economic Development and Construction Act 2009. The holder of this post is disqualified from being a member of other local authorities, a Member of Parliament or a Member of the European Parliament.  In addition, the post holder may not hold office in a political party, canvas at elections or attempt to influence support in any other way for a political party.
18. Make sure that the Information and Complaints Team offers a customer focused service using systems thinking principles.
19. Support the Council’s approach to equalities and diversity ensuring that our services and policies identify, address and promote the needs of our diverse community. This includes the need for safety of children and other vulnerable people.
20. Take personal responsibility for the relevant aspects of the Council’s Health and Safety Policy.
21. Ensure awareness and compliance with the Council’s policies, Code of Conduct and Constitution.
22. Evaluate and assist in managing risk within the service.

PERSON SPECIFICATION - Information Governance Manager and Data Protection Officer

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Requirements** | **Essential/Desirable****(E/D)** | **Method of Assessment** |
| **Education/training** | * Degree or equivalent qualification / experience
* Certified Data Protection Practitioner
 | EE | Application formApplication form |
| **Knowledge** | * An in-depth knowledge and understanding of information legislation (UK GDPR, Data Protection Act, Freedom of Information Act, Environmental Information Regulations)
* Procedures and legislation relating to district council services
* Legislation and guidance related to information and data processing and management
* Ombudsman codes and guidance related to complaint management and remedies
 | EDED | Application form / interviewApplication form / interviewInterviewApplication form / interview |
| **Skills and abilities** | * Compile, extract, analyse, interpret and redact large data sets / volumes of information
* Accuracy and attention to detail, particularly when working to tight deadlines
* Ability to prioritise work, work on own initiative as well as part of a team
* Excellent communication skills (written, verbal and aural) and ability to adapt to a wide range of audiences
* Excellent people skills, tact and diplomacy
 | EEEEE | Application form / interview / work based testApplication form / work based testInterviewApplication form / interviewInterview |
| **EDDC behaviours**  | * Evaluates the effectiveness of two-way communication methods and take steps to improve; leading and encouraging open communication at all levels across the organisation
* Reviews the work regularly and plans for the impact of variability to work ensuring the appropriate level of system flexibility is available
* Displays a clear appreciation of the teams’ efforts and supports them when there are difficulties
* Provides the team~~s~~ with defined structures and clear direction to enable individuals to have a strong sense of ownership and personal responsibility for the delivery of objectives and outcomes
* Supports others in working together, helping them to develop a common focus
* Motivational and drives positivity, taking an optimistic approach and engaging others
* Acts as a role model for inspirational leadership
 | EEEEEEE | InterviewApplication / interviewInterviewApplication / interviewInterviewInterviewInterview |
| **Successful experience in**  | * Overseeing corporate information governance arrangements
* Overseeing the processing and responding to formal complaints
* Managing and leading a team
* Drafting policies related to information / data protection/processing and information governance
* Working with elected members and senior managers
* Using spreadsheets and databases
 | EEEEDE | Application form / interviewApplication form / interviewApplication form / interviewApplication form / interviewApplication form / interviewApplication form / interview |
| **Special requirements & employee screening checks required for successful applicant** | * Right to work in the UK
* Check of qualifications essential to the Job
* References
* Basic Disclosure Certificate
 | EEEE | Identity CheckOriginal CertificatesReference enquiriesCriminal Record Check  |

East Devon District Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

**RISK ASSESSMENT PROFILE**

**JOB TITLE:** Information Governance Manager and Data Protection Officer

**POST NO’s:** 10016

**SERVICE:** Governance and Licensing

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day today activities. The following key has been used to provide a guide.

|  |  |  |  |
| --- | --- | --- | --- |
| **Level 1**  | **Seldom or never** | **Level 4** | **Regular (2-3 times per week)** |
| **Level 2**  | **Occasionally (once a month)**  | **Level 5** | **Daily** |
| **Level 3**  | **Fairly regularly (1 per week)** |  |  |

|  |  |
| --- | --- |
|  **Potential Risks / Hazards / Exposures**  | **Level of Frequency** |
| Computer Use  | **5** |
| Driving (Car)  | **1** |
| Driving (HGV / LGV)  | **1** |
| Driving Workplace Transport (FLT, Excavators, Dumpers, Loaders)  | **1** |
| Prolonged sitting / standing  | **5** |
| Exertion (other than lifting)  | **1** |
| Lifting  | **1** |
| Manual handling / repetitive movement (bending, twisting, reaching)  | **1** |
| Customer contact / Working with the public  | **3** |
| Face to face contact with abusive customers  | **1** |
| Lone working  | **1** |
| [[1]](#footnote-1)Night working (3 hours or more between 11pm and 6am)  | **1** |
| Shift working (rotational)  | **1** |
| Use of chemical and/or skin irritants  | **1** |
| [[2]](#footnote-2)Head phone use / auditory performance / noise  | **1** |
| [[3]](#footnote-3)Hand arm and/or use of machinery vibration / noise  | **1** |
| Outside working / inclement weather / sun  | **1** |
| Working at height: * short durations (step ladders / other access equipment)
* roofs / scaffolds / mobile elevating work platforms
 | **1****1** |
| Working in confined spaces  | **1** |
| Bodily fluids  | **1** |
| Infectious diseases  | **1** |
| Asbestos  | **1** |
| [[4]](#footnote-4)Dust / fumes / vapours  | **1** |
| Working with animals  | **1** |
| Other – Specify  |  |

**The document was completed/reviewed by Director - Governance & Licensing in March 2025**

1. Any posts identified in levels 2-5 be eligible for a night worker health assessments (baseline and review) [↑](#footnote-ref-1)
2. Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 (for further guidance check with the H&S Officer) [↑](#footnote-ref-2)
3. Any post identified in levels 2-5 will require a hand arm vibration screening test [↑](#footnote-ref-3)
4. Any post identified in levels 3-5 will require low key health surveillance (refer to COSHH Assessment and check with H&S Officer / Human Resources for further guidance from Occupational Health) [↑](#footnote-ref-4)