

JOB DETAILS FORM

JOB OUTLINE	
JOB TITLE: Senior Information Governance Officer	JET CODE: 8103
DIVISION: Corporate Support	
SERVICE/BUSINESS UNIT: Information Governance	
REPORTING TO: Team Manager – Information & Feedback	
RESPONSIBLE FOR: N/A	
<p>JOB PURPOSE:</p> <p>To lead the delivery and continuous improvement of a key Council Information Governance and Compliance function, ensuring statutory compliance, developing policy and guidance, monitoring and reporting organisational performance, building capability across service areas through training and support. The role will contribute to all Information Governance activities and provide resilience across the wider team as required.</p> <p>On a rotational basis you will have responsibility for one of the following key functional areas:</p> <ol style="list-style-type: none"> 1. Subject Access Requests (including right to be forgotten) 2. Freedom of Information/Environmental Information Requests 3. Data Protection Impact Assessments/Data Protection Complaints/Data Breaches <p>You will support the Team Manager and contribute to delivering the Council's strategic priorities, demonstrating the linkages to the key council information governance processes and interpreting the legislative requirements on the Council by developing processes, procedures and statutory duties that seek to continually improve performance and Information Governance. Responsible for embedding policies and procedures within practice across Service areas to support the principles of Data Protection by Design and best practice in records, archives and information management.</p> <p>Act as Deputy Data Protection Officer exercising delegated authority in relation to data protection compliance, regulatory engagement and incident management in the absence of the Data Protection Officer (DPO)</p>	
<p>MAIN DUTIES:</p> <p>To prioritise and allocate work accordingly to the Team along with prioritising and managing workload of administration staff.</p>	

To provide first-line review and advice to internal Council customers and external stakeholders regarding Data Protection Impact Assessments (DPIAs), Data Sharing Agreements and data breach management (lower risk incidents), escalating higher-risk incidents to the DPO and Data Breach Team where this is the key areas of responsibility;

To report on corporate compliance with the Data Breach Procedure and collaborate with colleagues in Information Security to identify trends in data incidents and make recommendations for improvements.

To support the DPO in managing and responding to Data Protection complaints, including liaising with the Information Commissioner's Office.

To lead development and delivery of Information Governance training, advice and guidance in the area of responsibility and collaborate and co-ordinate with the other Senior Information Governance Officers.

Develop and maintain performance management frameworks, indicators and reporting mechanisms, supporting services to use performance information to drive improvement one of the key areas of responsibility.

Prepare high-quality written reports, briefings and presentations for senior management, Committees, Community Planning Board and external partners.

To foster effective collaborative relationships with colleagues, embed information policies and procedures across the Council with specific responsibility for one of the key areas of responsibility

To interpret legislation and statutory guidance and provide high-quality ad hoc advice and guidance to Council staff and senior managers regarding compliance; Researching, analysing and interpreting complex information from multiple sources to inform policy development, reports, briefings and recommendations.

To support a culture of continuous improvement regarding information compliance by monitoring and reporting on information governance processes and working with service management to improve compliance and understanding.

To build effective relationships with colleagues across the Council;

To deputise for the Team Manager-Information & Feedback as and when required;

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- You must be educated to degree level in a relevant discipline (e.g. English, Legal, Public Policy, Media, Communication etc) preferably within a public sector or partnership environment and/or able to demonstrate equivalent knowledge, skills and competencies of relevant professional, regulatory and statutory frameworks in relation to data protection and records management.

Disclosure Scotland:

- This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**

Scottish Social Services Council:

N/A

Politically Restricted Post:

N/A

Special Requirements:

None

TEAM OBJECTIVES:

To monitor and support compliance with information legislation including the Public Records (Scotland) Act 2011 and the Data Protection Act 2018 / UK GDPR, The Data (Use and Access) Act 2025, Freedom of Information (Scotland) Act 2002, the Environmental Information (Scotland) Regulations 2004;

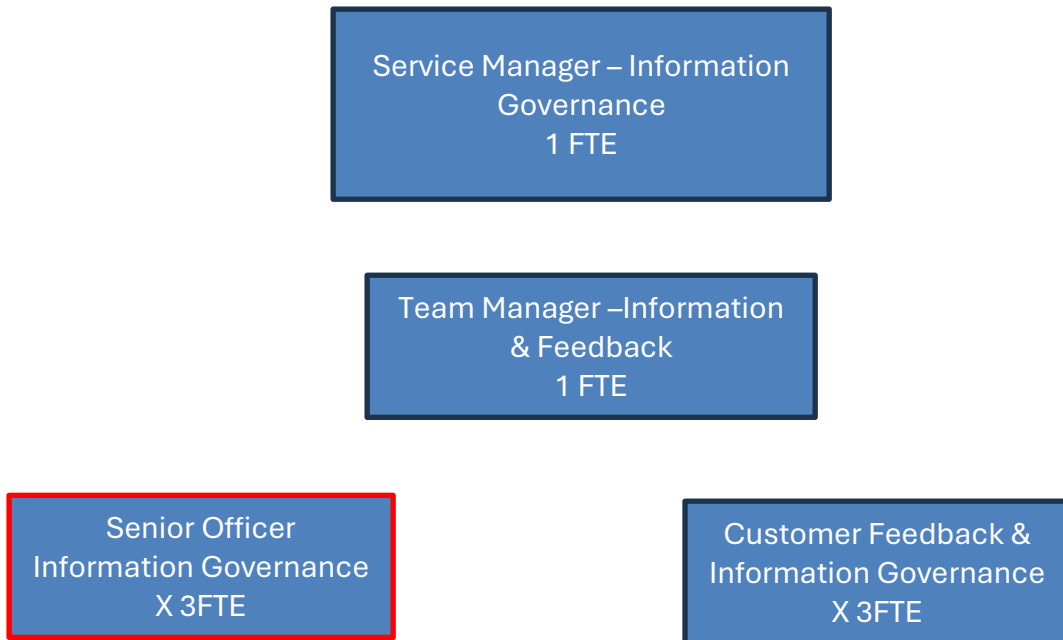
Ensure compliance with the requirements of these acts by managing, processing and responding to information requests through these acts using team and council service resources to complete these tasks;

Managing and creating processes to allow effective and efficient communication of information asset requests from customers and other third parties in accordance with legislation and best practice.

To establish and maintain effective systems, processes and procedures for the management of Council information assets including when transferred to third parties;

To foster a culture of best practice and continuous improvement regarding the protection and effective use of Council information.

ORGANISATIONAL STRUCTURE:



PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	<p>You must be educated to degree level in a relevant discipline (e.g. English, Legal, Public Policy, Media, Communication etc) preferably within a public sector or partnership environment and/or able to demonstrate equivalent knowledge, skills and competencies of relevant professional, regulatory and statutory frameworks in relation to data protection and records management.</p> <p>This role requires Level 1 Disclosure Clearance to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement</p>	<p>Relevant postgraduate management qualification ie SVQ/CMI level 4</p> <p>Completed training relating to: Freedom of Information / Environmental Information Regulations / Complaint handling / Complaint investigation;</p>
Previous Experience (Paid & Voluntary Work)	<p>Experience of interpreting, advising and applying changes in legislation</p> <p>Experience of change management and supporting corporate services to meet legislative requirements</p> <p>Experience of working in a multidisciplinary, complex organisations with competing demands</p> <p>Experience of working in a customer service environment within a local authority or other customer focused organisation</p> <p>Experience of managing Complaint Handling and/or Freedom of</p>	<p>Experience of working in a social/care/public sector</p> <p>Experience of managing a customer complaints service</p> <p>Experience of liaising with and responding to external agencies in terms of compliance and scrutiny</p>

	<p>Information/Environmental Information Regulation requests on a business wide scale.</p> <p>Experience of managing services associated with legislation compliance, such as subject access requests.</p> <p>Experience of investigating and reporting on findings.</p> <p>Skills and experience of producing professional written documentation.</p>	
Knowledge/ Skills /Competencies	<p>A clear understanding of the requirements of legislation associated with Complaint Handling/Freedom of Information/Environmental Regulations/ GDPR and Subject Access requests.</p> <p>Knowledge of relevant professional, regulatory and statutory frameworks in relation to data protection and records management.</p> <p>Excellent analysis/report writing skills</p> <p>Excellent negotiating skills</p> <p>Excellent problem-solving skills</p> <p>Excellent IT skills</p> <p>Ability to meet deadlines and to manage time</p> <p>Excellent presentation skills</p> <p>Ability to develop good working</p>	<p>Knowledge of equality legislation and community planning frameworks.</p>

	<p>relationships with internal and external stakeholders Able to use initiative</p> <p>Excellent interpersonal and Communication Skills.</p>	
Personal Qualities	<p>Flexibility; Adaptability; Creativeness; Resilience; Self-discipline; Diplomacy; Integrity; Open-Mindedness</p> <p>Ability to communicate and work closely with a diverse range of stakeholders including the public, press, council staff Ability to work on own initiative</p> <p>Ability to prioritise work and work to targets and deadlines</p> <p>Ability to deal with confidential information with tact and diplomacy.</p>	
Council Behaviours	<p>We are Person Centred</p> <p>We Initiate and Embrace Change</p> <p>We Strive to be the Best we can be</p> <p>We make things Happen</p> <p>We work Together</p>	

