Job Outline

Post:	Corporate Information Governance Manager
Location:	HQ, Inverness – hybrid working available
Hours:	35 per week
Duration:	Permanent
Cluster:	Corporate
Grade:	HC11
Contact Name:	Donna Sutherland
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Job Purpose

To support the effective delivery of information and data governance arrangements across the Council and Arms-Length External Organisations.
To manage the Complaints and Information Team to ensure the delivery of quality responses in accordance with legislative and corporate timescales.

Job Description – Key Duties and Responsibilities

Information Governance

1. Ensure that an effective information governance framework is delivered across the Council and the delivery of the Council's Information and Data Strategy.
2. Undertake the role of Data Protection Officer for the Council, Council Members and Arms-Length External Organisations. This will be undertaken in accordance with the current Data Protection legislation.
3. Ensure that the Council can demonstrate its compliance with Data Protection legislation through a comprehensive record of its processing activities and by assisting with Data Protection Impact Assessments and reviewing and agreeing Data Sharing Agreements.
4. Provide advice and guidance to Council, Council Members and Arms-Length External Organisations in relation to data protection compliance and breaches.
5. Act as the contact with the Information Commissioner's Office (ICO) for the Council, Council Members and Arms-Length External Organisations. This involves responding to

complaints, reporting breaches and contributing to discussions between the ICO and Councils.

6. Provide advice and guidance in relation to the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004 and ensure that requests for reviews are carried out timeously.
7. Manage the Council's relationship with the Scottish Information Commissioner (SIC). This involves responding to appeals, reporting compliance and contributing to discussions between the SIC and Local Authorities.
8. Ensure there are effective arrangements in place for information and data management across the Council through the Information Governance Board (IGB) and liaison with ICT and Business Solutions, and other management teams.
9. Represent the IGB's Senior Information Risk Owner on key project boards with links to information and data governance and the processing of personal data.
10. Ensure that an effective records management service is provided by High Life Highland which accords with the Service Level Agreement for records management. This will include directing the work of the Records Manager and monitoring the service delivery schedule.
11. Represent the Council at the SOLAR data protection and FOI group and other partnership groups as required.

<u>Complaints and Information requests</u>

12. Manage the work of the Complaints and Information Manager to ensure the efficient management and reporting of cases associated with complaints and information requests.

13. Implement systems to improve compliance with legislative timescales and ensure accurate responses.

14. Manage the Council's relationship with the Scottish Public Services Ombudsman (SPSO). This involves responding to appeals and contributing to discussions between the SPSO and Local Authorities.

15. Work with Chief Officers to address compliance issues and encourage improvement across the Council.

Other Duties

The postholder may be required to undertake any other duties appropriate to the level of the post.

Duties and responsibilities will vary from time to time.

Person Specification

Essential Attributes

1. Degree (or equivalent) in a relevant professional discipline.
2. Significant experience in applying relevant legislation and best practice in respect of data protection and freedom of information.
3. Detailed knowledge of best practice in information governance and records management.
4. Ability to manage own workload and time effectively to ensure that deadlines are met.
5. Excellent negotiation and communication skills, both verbally and within written reports.
6. Strong leadership and team building skills, including development and motivation.
7. Ability to manage allocated staff and financial budgets.
8. Highly motivated and enthusiastic with a positive attitude and excellent inter-personal skills.
9. Accuracy and attention to detail, including effective analytical skills and ability to identify practical and efficient solutions.
10. Ability to work in a changing environment and to adapt to change.
11. Discreet and professional manner.
12. Good IT skills including knowledge and experience of Office 365.

Health and Safety

Health & Safety is an integral part of any role within the Highland Council. As such we would expect that all employees:

- Become familiar with Violent Incident and Accident reporting procedures and comply with them.
- Undertake a continual program of Risk Assessment in relation to their role within Highland Council.
- Have an understanding of the importance of Health and Safety in the workplace and familiarise themselves with the Highland Council's Health & Safety Procedures.

