

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>9BF</b>	<b>Role Title</b>	<b>Information Governance Team Leader</b>
<b>Grade</b>	PS9	<b>Reports to (role title)</b>	<b>Information Governance Support Team Manager</b>
		<b>Directorate/School</b>	<b>Resources</b>
<b>JE Band</b>	314-370	<b>Service/Department</b>	<b>Information Governance</b>
		<b>Date Role Profile was created</b>	<b>May-25</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>The Information Governance Team Leader is responsible for managing and overseeing the delivery of an Information Governance (IG) support team providing a comprehensive Information Governance service to customers and stakeholders.</p> <p>They ensure the efficient and effective handling of information governance requests and the provision of high-quality guidance. They provide team management and expertise across the IG service, ensuring the team are compliant with established processes, policies, and data protection regulations. The Team Leader supports the overall effectiveness and integrity of the council's information governance framework through the provision of a timely, customer orientated and high quality service.</p> <p>Key accountabilities</p> <ol style="list-style-type: none"> <li>1. Lead and manage a support team providing guidance, support, and oversight, ensuring that new activity is triaged and allocated appropriately. Ensure high standards of service delivery from team members and compliance with IG policies and procedures, thereby fostering a culture of excellence and collaboration.</li> <li>2. Autonomously manage a caseload of complex Information Governance (IG) requests, ensuring timely and accurate processing in accordance with established policies and procedures to maintain compliance and operational efficiency.</li> <li>3. Provide robust advice and guidance on a wide range of IG-related issues to internal and external stakeholders to ensure compliance with relevant legislation, policies, and best practices, thereby safeguarding the organisation from legal and reputational risks.</li> <li>4. Manage and respond to IG requests through established processes and policies to ensure all responses are compliant with legal and regulatory requirements, thereby maintaining stakeholder trust and confidence.</li> <li>5. Identify high-risk or highly sensitive IG requests and escalate them to the IG Support Team Manager / Specialist IG Officers for further management to ensure appropriate handling and risk mitigation, thereby protecting the organisation from potential threats.</li> <li>6. Engage and communicate effectively with colleagues and stakeholders to ensure a coordinated and collaborative approach to IG, fostering strong relationships and clear understanding of responsibilities and accountabilities across all parties involved to enhance overall IG performance.</li> <li>7. Undertake fact-based research and contribute to the development and improvement of IG processes and procedures to ensure continuous improvement and adherence to best practices, thereby enhancing the organisation's IG maturity.</li> <li>8. Maintain accurate and up-to-date records of all IG requests and actions, ensuring all relevant systems are updated and paperwork completed to a high standard. Create and produce reports as needed for different audiences on activity completion to ensure transparency and accountability.</li> <li>9. Develop and implement processes and protocols to enhance the efficiency and effectiveness of the IG function, ensuring consistent and compliant handling of requests. Promoting and embedding IG best practices within the team to ensure operational efficiency and continuous improvement, thereby enhancing the organisation's ability to adapt to new challenges and opportunities in IG.</li> <li>10. Participate in and support the development and delivery of training and development opportunities for self and others to enhance both general IG knowledge and skills, as well as specific contextual knowledge related to different parts of the council, such as children's and adults' social care, to ensure comprehensive professional development</li> </ol>
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<b>Work Context</b>	<p>This is a newly established Information Governance (IG) function that brings together IG teams from across the council.</p> <p>Requests are received and triaged by IG Support Officers under the supervision and guidance of a Team Leader. The IG Support Officers handle straightforward enquiries and escalate more complex requests to the 2nd line support team, which consists of Senior Information Governance Officers or specialist IG Officers.</p> <p>Senior Information Governance Officers manage a caseload of IG requests, including, Subject Access Requests (SARs), data breaches and rights requests, all under the supervision and guidance of a Team Leader.</p> <p>The Information Governance Team Leaders oversee the allocation and management of each request, ensuring that cases are allocated effectively to optimise the capacity of the team, and ensure knowledge is built across the team to embed a high performing team that is resilient to peaks in demand from any subject or service area.</p> <p>The Team Leaders hold their own caseload of complex requests, working with the IG Specialists to build their own technical expertise and manage risk appropriately.</p> <p>The Team Leaders are responsible for overseeing the maintenance of accurate records, providing advanced support, and engaging confidently with a wide range of stakeholders, including residents, professional services, and council staff at all levels.</p> <p>They require a high level of knowledge and skill in information governance, as well as strong leadership, communication, and interpersonal abilities. The role involves managing complex tasks, requiring both adherence to established protocols and the ability to exercise judgement in handling and escalating issues. The role demands a high level of accuracy and attention to detail, particularly in maintaining records and ensuring compliance with data protection regulations.</p> <p>The Information Governance Team Leader builds their knowledge and understanding of all aspects of information governance in relation to council services. They balance their own case load effectively overseeing the performance and growth of the team. As Team Leader they will effectively manage the day to day prioritisation of the team's work to ensure that activity is managed in accordance with statutory timeframes.</p>
<b>Line management responsibility</b> if applicable	Up to 6 IG support team members
<b>Budget responsibility</b> if applicable	None
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.</li> <li>• Analyse and make recommendations for improvement or development of existing systems, processes or policy.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance.</li> <li>• Provide specialist/professional advice and recommendations within specific parameters to support informed decision making.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>• Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• May assist with budget/resource management in accordance with the organisation's policies and procedures.</li> <li>• May have delegated responsibility for a budget(s).</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> </ul> <p><b>People Management</b></p>

	<ul style="list-style-type: none"> <li>• May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function.</li> <li>• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>And/Or</p> <ul style="list-style-type: none"> <li>• Operate as an individual responsible for the delivery of a high level/complex service.</li> </ul> <p>Duties for all  Values: To uphold the values and behaviours of the organisation.  Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.  Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.  To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines.</li> <li>• Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles).</li> <li>• Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.</li> <li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Ability to work on own initiative, with solution focused problem solving skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li> <li>• Previous management experience including staff supervision, development and organisational skills (where appropriate).</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Detailed understanding of information governance principles Significant knowledge of organisational policies and procedures related to information management.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Strong management skills to guide and support the team.</li> <li><input type="checkbox"/> Excellent communication and interpersonal skills to engage confidently with residents, professional services, and council staff at all levels.</li> <li><input type="checkbox"/> Advanced organisational and record-keeping skills to maintain accurate and accessible information.</li> <li><input type="checkbox"/> Ability to develop and refine established processes and protocols consistently.</li> <li><input type="checkbox"/> Advanced problem-solving skills to assess and manage complex requests appropriately.</li> <li><input type="checkbox"/> Proficiency in using information management systems and office software.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Significant experience in handling and responding to a range of information governance enquiries.</li> <li><input type="checkbox"/> Experience supervising and overseeing the work of others in a management or non-management capacity.</li> <li><input type="checkbox"/> Experience managing complex information governance tasks and providing advanced support.</li> </ul> <p><b>Other requirements</b>  DBS check required</p>
<b>Role Summary</b>	<p>Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.</p>
<b>Reference Number</b>	BM-2025-224