

# Role Profile

## Part A - Grade & Structure Information

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| <b>Job Family Code</b> | <b>8BF</b> | <b>Role Title</b>                    | <b>Senior Information Governance Officer</b> |
| <b>Grade</b>           | PS8        | <b>Reports to (role title)</b>       | <b>Information Governance Team Leader</b>    |
|                        |            | <b>Directorate/School</b>            | <b>Resources</b>                             |
| <b>JE Band</b>         | 269-313    | <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.

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| <b>Role Purpose</b><br>including key outputs | <p>The Senior Information Governance Officer is responsible for managing and resolving a variety of information governance requests. They provide advice and guidance to stakeholders, ensuring compliance with established processes, policies, and data protection regulations. By exercising judgement in handling more complex enquiries and identifying high-risk or sensitive requests for escalation, they support the overall effectiveness and integrity of the council's information governance framework.</p> <p>Key accountabilities</p> <ol style="list-style-type: none"> <li>1. Autonomously manage a caseload of Information Governance (IG) requests to ensure timely and accurate processing in accordance with established policies and procedures.</li> <li>2. Provide robust advice and guidance on a wide range of information IG related processes to internal and external stakeholders to ensure compliance with relevant legislation, policies, and best practices.</li> <li>3. Manage and respond to IG requests that can be addressed through established processes and policies to ensure all responses are compliant with legal and regulatory requirements.</li> <li>4. Identify high-risk or highly sensitive IG requests and escalate them to specialist IG personnel for further management to ensure appropriate handling and risk mitigation.</li> <li>5. 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.</li> <li>6. Contribute to fact based research and to the development and improvement of IG processes and procedures to ensure continuous improvement and adherence to best practices.</li> <li>7. 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> <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, creating and producing reports as needed for different audience on activity completion.</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 the IG Support Officers, who handle straightforward enquiries and escalate more complex requests to the 2nd line support team of Senior Information Governance Officers or a specialist IG Officer. Senior Information Governance Officers manage a caseload of IG requests</p> <p>Senior Information Governance Officers provide advice and guidance on IG-related processes and queries, ensuring compliance with relevant legislation, policies, and best practices. They manage and respond to IG requests that can be addressed through established processes and policies, ensuring all responses are compliant with legal and regulatory requirements. High-risk or highly sensitive IG requests are identified and escalated for further management.</p> <p>Effective communication and stakeholder engagement are crucial aspects of this role. They work closely with the triage team to receive and prioritise requests for information and guidance, ensuring a coordinated approach to IG. They engage confidently with a wide range of stakeholders, including residents, professional services, and council staff at all levels, fostering strong relationships and clear understanding across all parties involved.</p> <p>Senior Information Governance Officers proactively build their general IG knowledge and specific contextual knowledge related to different parts of the council, such as children's and adults' social care. Their professional development ensures they remain current and effective in their roles. They are task-oriented, managing high volumes of requests in accordance with established processes, and developing their confidence and knowledge to take on more complex work.</p> <p>The role requires a high level of accuracy and attention to detail, particularly in maintaining accurate and up-to-date records of all IG requests and actions, ensuring all relevant systems are updated. This ensures transparency, accountability, and adherence to data protection regulations.</p> <p>This role is integral to the council's commitment to maintaining high standards of Information Governance, ensuring compliance with legal and regulatory requirements, and providing excellent service to internal and external stakeholders.</p> |
| <b>Line management responsibility</b><br>if applicable   | None  |
| <b>Budget responsibility</b><br>if applicable  | None  |
| <b>Representative Accountabilities</b><br>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>• Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate.</li> <li>• Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Maintains knowledge of the organisation's current systems, policies and procedures.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Monitor service objectives and standards within own area of work to ensure effective service delivery.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Assist budget/resource management in accordance with the organisation's policies and procedures.</li> <li>• Maintains, develops and reviews financial support systems, processes and procedures.</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>   |

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|   | <ul style="list-style-type: none"> <li>• Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery.</li> </ul> <p>People Management<br/>Either:</p> <ul style="list-style-type: none"> <li>• Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery.</li> <li>• Oversee the work of others as the most experienced team member.</li> </ul> <p>And/Or:</p> <ul style="list-style-type: none"> <li>• Operate as an individual maintaining and improving operational efficiency and quality of service of own area.</li> <li>• May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff.</li> </ul> <p>Duties for all<br/>Values: To uphold the values and behaviours of the organisation.<br/>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.<br/>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.<br/>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>• Educated to 'A' level standard, or able to evidence ability at an equivalent level.</li> <li>• Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate).</li> <li>• Experience of leading a team (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>Knowledge</p> <ul style="list-style-type: none"> <li>• Understanding of Information Governance (IG) processes and relevant legislation or, sound knowledge related to the delivery of social care services and/ or education services in local government.</li> </ul> <p>Skills</p> <ul style="list-style-type: none"> <li>• Strong communication skills to engage confidently with residents, professional services, and council staff at all levels.</li> <li>• Ability to provide clear and concise advice and guidance on IG-related processes and queries.</li> <li>• Basic analytical skills to interpret and apply relevant legislation and policies in IG.</li> <li>• Robust organisational and record-keeping skills to manage a caseload and ensure timely processing of requests.</li> <li>• Attention to detail to maintain accurate and up-to-date records of all IG requests and actions.</li> </ul> <p>Experience</p> <ul style="list-style-type: none"> <li>• Previous experience handling IG requests or, experience working within a local government context.</li> </ul> <p>Other requirements<br/>DBS check required</p>  |
| <b>Role Summary</b>   | <p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>  |

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| <b>Reference Number</b> | BM-2025-222 |
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