

Role Profile

Part A - Grade & Structure Information

Job Family Code	12BF	Role Title	Head of Adult's Information Governance
Grade	PS12	Reports to (role title)	Chief of Staff
		Directorate/School	Adults Wellbeing and Health Partnerships (AWHP)
JE Band	519-613	Service/Department	Information Governance
		Date Role Profile was created	Aug-24

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.

Role Purpose including key outputs	<p>Lead and develop the information governance service and records management across the directorate, engaging and consulting with key stakeholders across the council and external partners, to ensure effective delivery of a high quality Information Governance service within statutory requirements.</p> <p>Lead external liaison with the Information Commissioners Office (ICO) and Local Government Ombudsman for the directorate and liaise with corporate staff on relationships with these bodies.</p> <p>Ensure data protection requests are dealt with efficiently and within statutory timescales; while ensuring protection of third party information.</p> <p>Lead and develop robust processes to mitigate risk and ensure information is shared appropriately.</p> <p>Lead and develop an Information Governance strategy for the directorate to promote awareness and best practice in all aspects of information governance and records management, developing and delivering training, communication and awareness raising programmes to all staff within the directorate.</p> <p>Ensure that policies and procedures in respect of all aspects of information governance including the accuracy, management, confidentiality, information sharing and retention of records are in place across the directorate, and are in line with statutory requirements and council policies.</p> <p>Lead on ensuring appropriate Information Sharing protocols are in place and reviewed with a range of multi agency partners.</p> <p>Develop and manage a system to ensure data is shared appropriately and swiftly to ensure positive outcomes for adults.</p> <p>Lead on compliance programmes in response to breaches of Data Protection legislation and ensure compliance with the Caldicott Principles to ensure that information governance best practice is carried out across services to the highest standards.</p> <p>Provide advice and guidance regarding data breach concerns, including professional advice to the designated Caldicott Guardian, to limit organisational risks and protect the council's reputation.</p>
Work Context	<p>This position is based in the Adults Wellbeing and Health Partnerships directorate which is made up of adult social care, public health and communities.</p> <p>The Head of Information Governance operates within the parameters of a broad spectrum of information governance legislation and guidance.</p> <p>The role liaises on a regular basis with Legal Services, Communication Services and the Information Technology team as well as external bodies such as the Information Commissioners Office and central and local government agencies.</p> <p>The role is responsible for informing the Information Commissioner of Data Protection breaches.</p> <p>The role holder will work with partner agencies, such as the police and health in the execution of their duties.</p> <p>The specialist nature of this role, and the detailed knowledge required, mean that while the Caldicott Guardian and Legal Services will provide direction, the Head of Information Governance will be expected to evaluate and recommend guidance to the directorate.</p> <p>They will instil in all of their services an ethos of personal accountability in providing high quality services and improving the lives of people.</p> <p>They forge positive and beneficial relationships with partners to ensure the integrated delivery of services and work innovatively to create efficiencies of scale and pool resources in order to maximise the use of public funds.</p>
Line management responsibility if applicable	Line manages a small team of specialists.
Budget responsibility if applicable	Staffing budget up to approximately £268,000

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Identify issues, trends and opportunities that may have an impact in their area of responsibility to enable appropriate action to be taken. Lead the development of policy in the own area of specialism, contributing to the delivery of organisational objectives. <p>Service Delivery</p> <ul style="list-style-type: none"> Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity. Apply specialist expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. Drive change and embed new ways of working to ensure high quality service delivery and value for money. <p>Planning & Organising</p> <ul style="list-style-type: none"> Develop and ensure implementation of operational plans and play a key role in the formulation of strategic longer term plans for the area to fit broader functional and organisational strategy. Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> Manage allocated budget/resources/funding effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget. Contribute to resource and budget planning within own area. <p>Work with others</p> <ul style="list-style-type: none"> Liaise internally and externally at senior levels to establish service requirements and priorities and ensure the department/service issues are appropriately represented and acted upon. Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> Manage a group of staff across a function/service, or as a significant part of a wide function to ensure all relevant annual targets and goals are delivered within budgetary/resource constraints. Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & 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.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> Degree or equivalent professional qualification plus experience at management level in a specialist area. Knowledge of the principles of change management, project management and continuous improvement, and their practical application. Authoritative knowledge of the work practices, process and procedures relevant to the role including broader sector/commercial awareness. Ability to manage budgets and resources to deliver effective support to their area of responsibility. Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. Comprehensive knowledge of computerised business systems. Understands how to inspire and motivate others. Advanced problem solving and analytical skills with the capacity to devise and implement practical and creative solutions. Wide experience in successful leading, coaching, mentoring and developing of staff.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Information Systems Examination Board or Practitioners certificates in Data Protection and FOI.</p> <p>Up to date Knowledge and understanding of information governance legislation.</p> <p>Knowledge of the role of local government, particularly in relation to adult social care service delivery.</p> <p>Presentation skills, preferably in relation to training others.</p> <p>Able to apply logical analytical thought to advise managers and teams on the disclosure/non disclosure of information.</p> <p>Ability to understand and identify levels of risk and propose appropriate courses of action.</p> <p>Experience of applying information governance legislation.</p> <p>Experience of developing, implementing, maintaining and enforcing policies and procedures.</p> <p>Enhanced DBS clearance.</p> <p>Willingness and ability to travel around county and work outside normal office hours.</p>

Role Summary	<p>Roles at this level are substantial management roles, they are either managing a multi functional support service within one of the organisation's service areas, or coordinating a specific business development or advisory area. This may involve significant coordination of complex or diverse services, e.g. leading business support services to professional teams, or coordinating teams carrying out specialist advisory or administrative services. More specialised roles will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisational objectives. They will provide overall guidance to more junior managers in terms of planning, service standards and resources which underpin service level agreements. Planning takes place over a one year horizon. They work closely with customers, staff, agencies and/or contractors to ensure that the services meet and exceed expectations. Roles at this level require extensive management experience and high level expertise. They exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance. Roles at this level are accountable for the professionalism of service delivery under their remit.</p>
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