

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Information Governance Officer
Grade	PS7	Reports to (role title)	Information Governance Team Leader
		Directorate/School	Resources
JE Band	228-268	Service/Department	Information Governance
		Date Role Profile was created	May-25

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>The Information Governance Officer is responsible for managing and resolving more complex first line information governance requests and providing guidance to stakeholders. By ensuring compliance with established processes, policies, and information governance regulations, and by exercising judgement in handling more complex first line enquiries and following an established escalation process, 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"> 1. Assess and manage more complex first line requests for information and guidance, determining the appropriate response based on established processes, policies, and documented practices, ensuring timely and accurate responses to stakeholders. 2. Provide advice and guidance on information governance matters, and compliance, ensuring high standards of service delivery and adherence to regulations. 3. Identify and escalate requests requiring complex or specialist knowledge to the appropriate technical experts within the Information Governance (IG) team, ensuring that issues are handled by the right specialist. 4. Maintain and update information records using a range of systems, ensuring all records are kept in accordance with organisational standards and data protection regulations, thereby maintaining the integrity and accessibility of information. 5. Confidently engage with residents, professional services outside the council, and staff at all levels within the council to provide timely and accurate information and support, fostering positive relationships and effective communication. 6. Follow and refine established processes and protocols to ensure consistent and efficient handling of requests and information governance activities, upholding the council's standards and ensuring compliance. 7. Maintain a robust understanding of the different specialisms within IG, enabling accurate identification and direction of requests to the appropriate specialism, thereby enhancing the efficiency of request handling. 8. Participate in and support the delivery of ongoing training and development opportunities for self and others to enhance skills and knowledge in information governance, contributing to the overall effectiveness of the team and supporting continuous improvement and professional growth
Work Context	<p>This is a newly established Information Governance (IG) function that brings together IG teams from across the council.</p> <p>Customers submit guidance and information governance requests through a central repository and other means such as team inboxes, email, phone, post etc. These are received and triaged by the IG Support Officers. Requests include data breaches, Subject Access Requests (SARs), Freedom of Information (FOI) requests, disclosure queries, records management queries, guidance on data protection policies, and straightforward information governance enquiries.</p> <p>The Information Governance Officer reviews and assesses all requests. They will handle first line requests directly, keeping the appropriate systems up to date. Requests that require straightforward, factual responses based on documented policies or processes are managed by IG Support Officers, while more complex first line requests are handled by the Information Governance Officers or escalated via the Triage team and will be dealt with the Senior IG Officers or Team Leaders or appropriate specialists. IG Officers are responsible for maintaining accurate records and engaging confidently with a wide range of stakeholders, including residents, professional services, and council staff at all levels.</p> <p>They require a good understanding of information governance within the context of the council services, as well as strong communication and interpersonal abilities. The role involves managing more complex tasks, requiring both adherence to established protocols and the ability to exercise judgement in handling and escalating issues. The job demands a high level of accuracy and attention to detail, particularly in maintaining records and ensuring compliance with data protection regulations.</p> <p>Information Governance Officers build their knowledge and understanding of all aspects of information governance in relation to council services. They are task-oriented, managing high volumes of requests in accordance with established processes as they develop their confidence and knowledge to take on more complex work.</p>

Line management responsibility if applicable	None
Budget responsibility if applicable	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Maintain financial, and/or stock records, and review data to contribute to resource planning. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>People Management</p> <ul style="list-style-type: none"> • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. <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 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.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Knowledge</p> <ul style="list-style-type: none"> <input type="checkbox"/> Understanding of information governance principles & knowledge of organisational policies and procedures related to information management. <input type="checkbox"/> Understanding of the need for confidentiality and compliance with organisational policies and procedures. <p>Skills</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strong communication and interpersonal skills to engage confidently with residents, professional services, and council staff at all levels. <input type="checkbox"/> Excellent organisational and record-keeping skills to maintain accurate and accessible information. <input type="checkbox"/> Ability to follow and refine established processes and protocols consistently. <input type="checkbox"/> Problem-solving skills to assess and manage more complex requests appropriately. <input type="checkbox"/> Proficiency in using information management systems and office software. <p>Experience</p> <ul style="list-style-type: none"> <input type="checkbox"/> Experience of working in a customer focused support role and managing queries. <input type="checkbox"/> Experience in managing complex tasks and providing advice and guidance. <p>Other requirements DBS check required</p>
Role Summary	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.</p>

Reference Number	<p style="text-align: center;">BM-2025-217</p>
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