

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Information Governance Specialist
Grade	PS10	Reports to (role title)	Deputy Informance Governance Lead or IG Lead, depending on specialist area
		Directorate/School	Resources
JE Band	371-438	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.

<b>Role Purpose</b> including key outputs	<p>The IG Specialist manages and resolves complex, sensitive, and high-risk IG matters across the council's five specialist areas: Freedom of Information (FOI)/Transparency, Data Protection, Information Sharing, Contracts/Records Management and SARs.</p> <p>Providing expert advice and guidance, they ensure compliance with relevant legislation, policies, and best practices, and liaise with senior stakeholders and regulatory bodies, facilitating the overall effectiveness and integrity of the council's information governance framework. This role is integral to maintaining high standards within their specialist areas of information governance while fostering strong relationships and clear communication across all parties involved.</p> <p>Key accountabilities</p> <ol style="list-style-type: none"> <li>1. Manage and resolve complex and sensitive IG requests, including those involving high levels of risk, to ensure compliance with relevant legislation, policies, and best practices across all specialisms.</li> <li>2. Provide expert advice and guidance on nuanced IG issues to senior stakeholders, including council executives and external bodies such as the Information Commissioner's Office (ICO), tailored to the specific needs of each specialism.</li> <li>3. Liaise with the ICO and other regulatory bodies on behalf of the council to address and resolve IG-related matters, ensuring the council's interests are represented effectively in all areas of IG.</li> <li>4. Proactively identify emerging legislation or practices that may impact IG across the specialist areas, developing and implementing strategies in response to ensure the council remains compliant and forward thinking in its practice.</li> <li>5. Manage high-risk IG issues, including complex FOI/EIR and data protection matters, emerging technologies and new legislation, information sharing relationships, and records management concerns, to mitigate potential risks to the</li> </ol>
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council.

6. Lead investigations into complex IG incidents, coordinating with relevant departments and stakeholders to ensure thorough and effective resolution, regardless of the specialism.
7. Oversee the development and maintenance of IG policies and procedures, ensuring they are up-to-date and aligned with current legislation and best practices for all specialisms.
8. Undertake research and provide training and mentorship to junior IG staff and services, sharing expertise and fostering a culture of continuous improvement and professional development within the IG team, applicable to all areas of IG.
9. Conduct regular audits and assessments of IG practices across the council to identify areas for improvement and ensure ongoing compliance with legal and regulatory requirements in all specialisms.
10. Collaborate with other departments and external partners to develop and implement best practices in IG, ensuring a coordinated and effective approach to information governance across all specialisms. This includes managing provider relationships such as Civica and Restore
11. Prepare detailed reports and presentations on IG activities, risks, and compliance issues for senior management and external stakeholders, ensuring clear communication of key information and recommendations relevant to all areas of IG

**Work Context**

This is a newly established Information Governance (IG) function that brings together IG teams from across the council. 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 or a specialist IG Officer.

The Specialist Information Governance (IG) role is divided into five specialist areas: Freedom of Information (FOI)/Transparency, Data Protection, Information Sharing, Contracts/Records Management, and Subject Access Requests. Each specialist is responsible for managing and resolving intricate IG requests, providing expert guidance, and ensuring compliance with relevant legislation, policies, and best practices.

The IG Specialist – FOI/Transparency handles complex Freedom of Information FOI and Environmental Information Regulations (EIR) requests, ensuring that responses are accurate, timely, and compliant with the Freedom of Information Act. They provide expert advice on FOI-related matters, liaise with senior stakeholders, and develop strategies to manage high-risk information regulation issues, liaising with the Information Commissioner’s Officer (ICO) on FOI/EIR issues. Their work ensures transparency and accountability in the council's information disclosure practices, and they proactively lead on the Transparency Agenda. They will be the expert user for icaseworks and have responsibility for management reporting and for the Councils use of the system. This will include identifying opportunities for improvements and managing the relationship with the provider, Civica

The IG Specialist - Data Protection focuses on safeguarding personal data and ensuring that information governance practices comply with legal and regulatory requirements. They lead on the management of and investigation of data breaches and provide guidance on data protection policies and emerging technologies. They take the lead on DPIA (Data Protection Impact Assessments) and are the expert user

	<p>for MetaC with responsibility for management reporting and the teams use of the system. This includes identifying opportunities for improvements and the cross working relationships with the supplier. Their work safeguards the integrity and confidentiality of information.</p> <p>The IG Specialist - Information Sharing focuses on safeguarding the County Council's personal data and ensuring that information sharing practices with Partners and Providers comply with legal and regulatory requirements . They provide expert advice to services and Partner Organisations on the complexities and drafting of Data Sharing Agreements and will work towards the current framework of the Surrey MAISP (Multi Agency Information Sharing Protocol). Their role is crucial in maintaining the integrity and confidentiality of personal data within the context of Partnership working</p> <p>The IG Specialist - Records Manager, manages the Offsite storage contract and the internal mechanisms for the retrieval of records in the authority. They have the responsibility for overseeing the council's records management practices and ensure compliance with records retention policies and regulations. They provide expert advice on records management issues, develop and implement records management strategies, and manage high-risk or sensitive records-related enquiries. They take the lead for the retention of records for the authority, liaising with relevant stakeholders to ensure that hardcopy and electronic records are managed through their lifecycle. They work closely with IT, Data and other colleagues as the lead for the digitisation agenda. Their role ensures that the council's records are accurately maintained, securely stored, and accessible when needed.</p>
	<p>The IG Specialist - Subject Access Requests (SARs) focuses on managing and resolving complex and highly sensitive SARs, Disclosure and rights requests. They ensure that responses are accurate, timely, and compliant with data protection laws, The specialist provides expert guidance on handling sensitive and complex SARs and working with the DPO on ICO complaints. They will lead on best practice guidance and work closely with the IG Support Team manager to identify and reduce risk. As the Privacy Notice expert, they will advise IG officers to ensure that the privacy and rights of individuals are protected. Their role is crucial in maintaining the integrity and confidentiality of personal data both within the social care context and across the council, while ensuring compliance with legal and regulatory requirements.</p> <p>The IG Specialists work closely with the IG senior management team, providing support to the IG Lead and Deputy IG Lead and collaborating with colleagues across the function. They proactively foster knowledge sharing across team members, working with the IG Specialists in the team to build capacity and capability, increasing the team's resilience and agility to manage demand effectively. Each specialist works closely with colleagues across the wider IG function and a range of senior stakeholders, including council executives and external bodies, to address and resolve IG-related matters. They provide training and mentorship to junior IG staff, conduct regular audits and assessments, and contribute to the development and improvement of IG policies and procedures. By managing complex IG issues and ensuring compliance with legal and regulatory requirements, these specialists support the overall effectiveness and integrity of the council's information governance framework.</p>
<p><b>Line management responsibility</b> if applicable</p>	<p>May directly line manage a small team and supervise team members in specific activity related to the specialist area</p>
<p><b>Budget responsibility</b> if applicable</p>	<p>The IG Specialist Records Manager will have influence and oversight on the offsite storage contract c£2.5m over 10 years. All IG Specilists will contribute to decisions made across the function impacting wider programme and service budgets.</p>

<p><b>Representative Accountabilities</b></p> <p>Typical accountabilities in roles at this level in this job family</p>	<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 delivery, quality, efficiency and compliance.</li> <li>• Provide specialist/professional advice and recommendations within defined policy/strategy and procedures 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 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/funding 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><b>And/Or</b></p> <ul style="list-style-type: none"> <li>• Operate as an individual responsible for the delivery of a high level and complex service.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>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.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
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<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>• Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.</li> <li>• Proven ability to manage a range of projects through to completion.</li> <li>• Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public.</li> <li>• Previous management experience including staff supervision, development and organisational skills.</li> </ul>
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<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>• In-depth understanding of Information Governance (IG) principles, legislation, and best practices.</li> <li>• Familiarity with the council's services and relevant contextual knowledge.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills to engage effectively with senior stakeholders, including council executives, external bodies, service users and residents.</li> <li>• Excellent conflict management and resolution skills with the ability to identify and deploy strategies to deal with challenging behaviours.</li> <li>• Strong analytical and problem-solving skills to manage complex and high-risk IG requests.</li> <li>• High level of accuracy and attention to detail in maintaining records and ensuring compliance.</li> <li>• Ability to provide clear and concise advice and guidance on IG-related processes and queries.</li> <li>• Strong organisational and time management skills to handle a diverse caseload and meet deadlines.</li> <li>• Proficiency in using IG-related systems and tools.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Significant experience in an Information Governance role, handling complex and sensitive IG requests.</li> <li>• Proven track record of liaising with regulatory bodies such as the Information Commissioner's Office (ICO).</li> <li>• Experience in developing and implementing IG policies and procedures.</li> <li>• Experience in conducting audits and assessments of IG practices.</li> </ul>
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	<p>Specialism-Specific Knowledge, Skills, and Experience</p> <p>FOI / Transparency</p> <ul style="list-style-type: none"> <li>•Detailed knowledge of the Freedom of Information Act and Environmental Information Regulations.</li> <li>•Experience in managing complex FOI and EIR requests and ensuring timely and accurate responses.</li> <li>•Experience managing and responding to appeals and complaints related to FOI and EIR requests, ensuring compliance with statutory deadlines and providing thorough justifications for decisions.</li> </ul> <p>Data Protection</p> <ul style="list-style-type: none"> <li>•Detailed knowledge in data protection laws and regulations, including GDPR.</li> <li>•Experience in managing and investigating data breaches and other data protection incidents.</li> <li>•Experience of managing the dataflow and Data Protection Impact Assessments</li> </ul>
	<p>Information Sharing</p> <ul style="list-style-type: none"> <li>•Expertise in information sharing agreements and protocols.</li> <li>•Experience in developing and managing information sharing agreements with external partners.</li> <li>•In-depth understanding of Information Governance (IG) principles, legislation, and best practices.</li> </ul> <p>Records Management</p> <ul style="list-style-type: none"> <li>•Detailed knowledge of records management principles and practices.</li> <li>•Experience managing records retention policies and ensuring compliance with records management regulations.</li> <li>•Experience of optimising the use of digital technology and innovation</li> <li>•Experience in vendor management and managing contracts from initiation through to execution, performance, renewal and termination.</li> </ul> <p>Subject Access Requests (SARs)</p> <ul style="list-style-type: none"> <li>•Detailed knowledge of data protection legislation</li> <li>•Experience managing and resolving complex SARs related to social care and the workforce.</li> <li>•Ability to liaise with social care professionals and other stakeholders to ensure accurate and compliant responses.</li> </ul> <p>Other requirements DBS check required</p>
<p><b>Role Summary</b></p>	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will 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 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 and may involve the creation of new approaches and procedures to solve the problem.</p>
<p><b>Reference Number</b></p>	<p>BM-2025-226</p>