

Designation:	Information Governance Officer
Grade:	Stroud 5
Responsible to:	Senior Policy & Governance Officer and strategic head for data protection
Service Area:	Corporate Policy & Governance
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- Good general education with at least 5 GCSEs grades C or above including Maths and English or experience in an Information Governance role or similar.

EXPERIENCE

- Experience of, or a good working knowledge, of the various information governance regimes.
- Experience in working collaboratively with wider teams to monitor, analyse and deliver improvements.
- Experience in developing and maintaining positive relationships effectively both internally and externally with a range of stakeholders at different levels.
- Experience in Strategy development on information governance compliant with information legislation.
- Experience and knowledge of all aspects of information governance, records management, retention, investigating complaints on breaches of confidentiality to ensure compliance with GDPR and Data Protection legislation and mitigating risks.
- Experience in the development of information governance policies.

SKILLS & KNOWLEDGE

Able to meet the following competencies set out in the council's competency framework:

- Effective Communication and Positive Influencing Skills
- Delivering The Best Service to Customers and Supporting Continuous Change
- Problem Solving and Effective Working

And in addition, the following:

- Excellent organisation skills and able to deliver to tight timescales
- Good literacy and communication skills
- Ability to manage and prioritise own workload
- To use own initiative to complete tasks
- Strong administration skills
- Exceptional Customer service skills
- Numeracy skills
- Excellent IT skills
- Attention to detail, accuracy
- Strong organisational skills and that ability to multi task.

PERSONAL ATTRIBUTES

Able to meet the following competencies set out in the council's competency framework:

- Shaping Supporting and Delivering the Objectives and Priorities of the Council

- People and Team Working
- Accountability
- Proficient communication
- Focus on Improvement

And in addition, the following:

- Able to work effectively under pressure and in challenging circumstances

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

DESIRABLE CRITERIA

QUALIFICATIONS

No qualification required

EXPERIENCE

- Previous local government experience an advantage but not essential
- Previous experience within an Information Governance role or similar

SKILLS & KNOWLEDGE

- Knowledge of relevant information governance legislation and requirements would be preferred but is not essential

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment of understanding and meeting their needs, inline with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.