

## Role Profile

<b>Service:</b>	Assurance Group – Records and Information Management Team
<b>Location:</b>	Colindale
<b>Job Title:</b>	<b>Service Manager – Records and Information Management</b>
<b>Grade:</b>	
<b>Post No.:</b>	
<b>Reports to:</b>	Head of Assurance and Business Development
<b>Budget responsibility:</b>	@£450k

### 1. Purpose of Job:

The Records and Information Service Manager will be responsible for leading and managing a team who act as the corporate, expert team for all areas of information and records management.

This role is also designated as the Council Data Protection Officer. This position will undertake the statutory duties of Data Protection Officer as outlined in the General Data Protection Regulations and Data Protection Act 2018.

The key duties of the Service Manager are:

- Manage and lead the Records and Information Management Team. Overseeing all work and operational delivery of the Service to embed high quality standards of records and information management.
- Provide professional line management of a team with specialisms in Privacy and Data Protection, Records Management, and Transparency and Information Rights.
- Ensure the team is equipped to provide high quality expert advice and guidance to the council ensuring that the council is not put at risk of non-compliance or monetary fine.
- Work with the Head of Assurance and Business Improvement to ensure that Service Plans and Annual Work Plans are delivered to a high standard.
- Lead on the development and implementation of the council's information management strategy that will support the authority in meeting its statutory obligations and promote good practice across all service areas, including partners and commissioning arrangements.

## **2. Key Accountabilities/Duties/Responsibilities:**

### **Strategy, Policy and Service Development:**

- Lead the delivery of the Records and Information Management Strategy, and guide the creation and development of specialist area plans.
- Manage and own the Records and Information Management Framework of policies, procedures and guidance, ensuring they are fit for purpose, cover statutory and legal obligations assisting in the prevention of non-compliance.
- Lead on the implementation of information management initiatives and developments across the council. Work with information management groups, internal boards and partners across the council to develop awareness of and encourage good practice in information management.
- Lead on the creation, development and implementation of the council's information management policies and procedures that will support the authority in meeting its statutory obligations and promote good practice across all service areas, including partners and commissioning arrangements.
- Work closely with the council's Information Security Manager and IT on information security policies, procedures and incidents, ensuring a collaborative approach to information security management. Act as the point of contact for IT for all information management related matters.
- Lead on all records and information management audits/surveys, whether identifying and monitoring internal audits or leading on those conducted by outside agencies.
- Work alongside the Council's Senior Information Risk Officer (SIRO) to ensure information management risks or issues are appropriately represented and considered by Senior Management and Security Board.
- Lead and manage on information governance risks.
- Work alongside the Head of Assurance and Business Development to ensure other council or service development initiatives/projects support the drive for quality and efficiency.
- Develop systems and processes to ensure that the Council's business is effectively forward planned and that the decision making process facilitates prompt and timely decision making.

### **Leadership and Management:**

- Be responsible for the effective management and oversight of the Information Management Team to ensure regulatory compliance with external bodies and adherence to information legislation, including the Freedom of Information Act, Environmental Information Regulations, the Data Protection Act and the Privacy and Electronic Communications Regulations.
- Be responsible for driving forward excellent information governance across the council and championing compliance and good practice. Report any gaps, issues or non-compliance to the Council Management Team (CMT). Attend and represent Information and Records Management priorities and processes at relevant council meetings, including Security Information Board and Information Security Operations Forum.

- To lead on any project or programme as directed by the Head of Assurance and Business Development including options appraisals, writing business cases and making the case for change.
- Build effective working relationships with partners who operate both within and outside of the council, to achieve a collaborative and supportive approach to information governance.

#### **Legislative Compliance/Legal Advice:**

- Undertake the statutory role of Data Protection Officer, as referenced in Article 39 of the General Data Protection Regulation. Fulfil the role in an independent manner with respect to the performance of tasks; taking accountability for decisions and actions performed as part of the role. This as minimum includes the following tasks:
  - to inform and advise the council and the employees of their obligations under the Regulation;
  - to monitor the council's compliance with the Regulation, including the assignment of responsibilities, awareness-raising and training of staff involved in processing operations, and related audits;
  - to provide advice where requested as regards the data protection impact assessment and monitor its performance
  - to cooperate with the supervisory authority and act as the contact point for the supervisory authority on issues relating to the Regulation
- Provide specialist legal advice and guidance on any matters relating to information management, ensuring that decision making is based on sound legal practice and in accordance with the information and records management legislation and best practice.
- Maintain a high level of confidentiality and discretion in dealing with matters relating to data protection, security and privacy law.
- Make recommendations that will protect the council from financial or other consequences of failure to comply with relevant legislation.

#### **Breach Management:**

- Manage investigations into high risk or contentious personal data breach investigations or complaints. Review the full analysis and assessment of the facts, make a determination of whether the breach should be reported to the ICO, and present findings to directors and senior managers on immediate actions.

#### **Reporting:**

- Support the Head of Assurance and Business Development on the development of key information management indicators, ensuring that they focus on and improve performance across the council.
- Lead on the collation, presentation and quarterly reporting of information management data to the appropriate bodies.

**Training, Awareness and Communication:**

- Lead on the design and development of records and information management training materials for classroom style training events and for self learning via the intranet and e-learning for staff, link officers and other groups.
- Review and evaluate the effectiveness of training and awareness sessions and training materials.
- Keep abreast of developments in the information management world internationally and up to date with the ICO guidance on good practice and recent Tribunal decisions.

**Financial and Contract Management Responsibilities:**

- Budget Manager of the Records and Information Management budget
- Assist with identifying savings and more efficient ways of working across the area of information management, including the reduction of agency usage.
- Lead on the attainment of funding for all contracts relevant to the Service, and ensure these meet the Council's corporate objectives.

**Staffing Responsibilities:**

- Line management of the Records and Information Management Team.
- Manage all HR elements including the completion of all eligible performance appraisals in accordance with the Council's policy, and lead on the development of new performance objectives on an annual basis.
- Monitor staff sickness across the service in line with the attendance management policy. Diligently ensure compliance with legislation when conducting return to work interviews, and recording data accurately on the Council's CoreHR system.

**Flexibility:**

- Work flexibly where required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade.
- The job holder will be required to work off site at other locations from time to time as dictated by service need.
- Flexibility to work occasionally outside of office hours where the service requires.

**Health and Safety:**

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.
- Promote, monitor and maintain best practice in health, safety and wellbeing across the service. Attend mandatory health and safety training alongside all members of the service.

**The Council's Commitment to Equality:**

- Deliver the council's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services the council delivers.

**Promotion of Corporate Values:**

- Ensure that customer care is maintained to the agreed standards according to the council's values. Ensure that a high level of confidentiality is maintained in all aspects of work.

## PERSON SPECIFICATION

### Qualification Requirements

Type		Description
Education	Essential	A relevant degree or recognised certification/qualification in Data Protection Law; or a minimum of 5 years equivalent experience
Education	Desirable	A relevant degree or recognised certification/qualification in Freedom of Information Law; or a minimum of 2 years equivalent experience
Education	Desirable	A relevant degree or recognised certification/qualification in Records Management; or a minimum of 2 years equivalent experience
Management	Essential	Management experience supplemented with relevant training

### Technical / Knowledge Requirements

Type		Description
Experience	Essential	Proven depth and breadth of professional experience in case management, handling complex cases in a highly professional and effective manner
	Essential	Excellent practical understanding of policies, processes and legislation necessary to deliver the service
	Essential	Experience of exercising independent judgment
	Essential	Proven experience in developing and improving information security across the organisation
	Desirable	Experience in conducting audits

### Behavioural Competencies

Competency	Level
Legal competence	Ability to understand, interpret and apply complex law and legal decisions affecting local authorities, including social care, housing, and planning, as they apply to and interact with information management law
	Ability to provide an independent expert opinion into whether the local authority data protection practices are operating effectively, and evaluate how well internal processes are working.
Influencing skills	Ability to explain, present and defend recommendations for complex, contentious and high-profile issues

Competency	Level
	Ability to confidently communicate with and influence others in the face of challenging or conflicting priorities
	Ability to forge effective working relationships to ensure the smooth running of the service
Leadership and team management	Excellent supervisory skills in effectively managing a team delivering complex support services.
	Able to implement effective and relevant policies and procedures to deliver service objectives
	Commitment to supporting transformational change in a complex environment.
	Ability to recognise high levels of performance and achievement and tackle under-performance in others quickly and constructively
Time management	Ability to manage own workload and to meet statutory and internally set deadlines
	Highly organised and able to manage multiple tasks concurrently in a busy organisation
Political awareness	Experience of public sector desirable. Ability to work effectively in a political environment and establish positive relationships with councillors, senior managers, staff, external partners and interest groups in a way that establishes confidence, credibility and trust
Initiative	Use initiative to identify necessary developments to the council in terms of information management and data protection and take a proactive approach to work to ensure the council is aware of its legal duties
	Must be able to assess and initiate things independently. Actively seizes the opportunity to plan a new task, a project or process
Problem solving	Take a risk based approach to information management to provide support to deliver the council's vision and activities balanced against compliance with legislation and best practice
	Ability to anticipate, identify and find successful solutions to problems in short timescales
	Ability to review systems, procedures and working practices, recommend and implement process improvements
Communication skills	Able to communicate effectively with colleagues, senior management and customers at all levels
	Ability to draft clear and effective documents such as policies and guidance for a variety of audiences
	Communicate complex legislation ability to summarise complex research information in clear, non-specialist language for key policy audiences

Competency	Level
IT skills	Have a high level of technical knowledge and ability to use standard Microsoft Office products and case management systems at a high level of competency.