

Job Description

Job Title	Data Protection & Information Governance Manager	Department	Legal, Compliance and Assurance
Post Number	FIN092	Unit	Corporate Information Governance
Grade	Grade 14	SCP 54-57 £60,913- £64,869	

Reports To

Associate Director of Law and Governance

This role has direct contact and access to Associate Director of Law and Governance, Director of Legal, Compliance and Assurance (Monitoring officer), Chief Executive, External Audit and the Chair of Audit Committee on all appropriate matters.

Article 38(3) UK GDPR requires – The Data Protection Officer shall directly report to the highest management level of the controller or the processor.

Purpose of the Job

Acting as the Council's designated Data Protection Officer ensuring compliance with all Data Protection and related legislation, and providing assurance when reviewing and addressing information enquiries, data breaches and complaints. Undertake tasks of the Data Protection Officer as specified in Article 39 of the UK GDPR.

Provision of specialist technical and professional advice and guidance to the Council, specifically to the Senior Information Risk Owner (Director), Caldicott Guardian, Monitoring Officer and to other senior managers as required in respect of Data Protection legislation.

Provision of specialist technical advice and guidance in respect of the Freedom of Information Act, the Environmental Information Regulations and other related legislation and regulations relating to Information risk and governance matters.

To maintain a Data Protection Officer function which is without Council influence and totally independent in its operation and has clear direct access to the Chair of the Audit Committee, Head of Paid Service, Director of Finance, and all other levels of management and elected members of the Council.

Coordinating the development and review of information sharing arrangements with third party organisations to ensure that the council continues to work safely and within the guidelines of the Data Protection and Freedom of Information legislation.

Ensuring that business change and IT developments take into consideration information management principles, security and risk assessments and that the Council remains compliant with the Public Services Network (PSN) accreditation, Payment Card Industry Data Security Standards (PCI-DSS and NHS Data Security & Protection Toolkit (DSP Toolkit).

To act as the Senior Responsible Officer (SRO) providing information governance oversight of the Council's CCTV portfolio.

Provide advice and assurance to Information Champions and Information Asset Owners (IAO) on processes and systems which support effective and appropriate filing and Records Management (manual and electronic) for all areas of the Council.

To act as corporate lead on Data Protection and Information Governance both in the interpretation and application of legislation, case law and related guidance and in the development of policy and provision of support, advice and training to staff, elected members and on other relevant parties.

Lead a dedicated service that provides up to date, accurate information, advice and guidance to Officers of the Council, members of the public and partner organisations relating to the requirements of Data Protection Law and other Information Governance related legislation. Provide support to citizens when exerting their rights as specified in Data Protection Law. Provide any information sought within statutory deadlines acting as the Council's main point of contact for handling, monitoring and coordinating activity in respect of requests for information made under the Freedom of Information Act 2000, Environmental Information Regulations 2004, Data Protection Law and related legislation. Act as a single point of contact between the council and the relevant supervisory body.

This is a statutory role that is required by the UK General Data Protection Regulation (UK GDPR) 2016 (Articles 37-39). The role will influence, promote and support the effective use of data, information, knowledge and technology in accordance with the law to optimise the balance between security and Council business objectives.

- Is appointed as Council's Statutory Data Protection Officer as defined by the UK General Data Protection Regulation 2016 (Articles 37-39).
 - To fulfil the statutory role of Data Protection Officer in accordance with the General Data Protection Regulations.
 - To ensure statutory compliance with GDPR and the Data Protection Act 2018, including Information Security i.e Cyber Essentials, SOC2, Cyber Assessment Framework
- To offer organisational wide information compliance and training to ensure compliance is upheld.
- To embed a culture of good practice for the management of information across the Council.
- Maintain up to date privacy notices and ensure they are correctly applied when required.
- The post holder reports directly into the Associate Director of Legal Assurance & Compliance, mitigating risk and offering advice to the organisation in relation to ICO compliance and implementing privacy by design principles.
 - Ability to create and maintain IG frameworks, policies and procedures.
 - The post holder support the strategic development and implementation of information governance frameworks, ensuring compliance with data protection laws like UK GDPR.

Specific Accountabilities

Security), Local Government Data Handling Guidelines, DSP Toolkit, various national “Codes of Connectivity”, information sharing, confidentiality and records management standards.

- Integrate Information Risk Management into the risk management culture of the Council.
- Influence the Corporate Management Team, SIRO and other Senior Stakeholders on Information Risk Management strategies, policies and practices.
- Providing expert advice on information rights requests (FOI, EIR, SAR’s), raising awareness among Managers and managing data breaches
- Supporting Borough wide initiatives with third parties such as NHS, other LAs etc
- The postholder will provide advice to third party suppliers, ensuring due diligence to schools directly and other council services
- Lead the development of Council wide Information Risk Assessment techniques, reporting frameworks or processes.
- Provide support and expert advice to Council employees, Elected Members and other relevant parties by responding to queries, problems and requests in a timely fashion and providing innovative solutions to sometimes complex or unusual problems.
- Facilitate an Information Governance Board chaired by the Council’s Senior Information Risk Owner and attended by the Council’s Caldicott Guardian and Risk Owners from all Council Directorates, to develop Information Governance Strategy.
 - Conduct Data Protection and Information Governance audits of key systems and processes to ensure compliance with Information Governance policy and guidance.
 - Undertake the role of Single Point of Contact (SPOC) for Police requests relating to access to Children’s records to assist with criminal investigations (Annex C requests).

- To develop and maintain effective working relationships with neighbouring councils, and with local partners to ensure an appropriate level of exchange of knowledge, experience and best practice.
- Responsible for the creation and implementation of policies and standards relating to information security, data protection and freedom of information and keep these under regular review in light of changing circumstances. This includes the provision of training, publicity and support materials for staff in order to increase awareness, influence behaviour and guide actions and responses.
- Ensure that Elected Members, and the Corporate Management Team, are provided with advice and recommendations to deal with all current and new relevant legislation, particularly the UK GDPR, Data Protection Act and the Freedom of Information Act.
- Maintain awareness of evolving legislation and national guidance relating to information security. Devise strategies and gain commitment to improvement and provide summaries and interpretation of the findings to managers and others in the light of local circumstances. Devise and instigates other remedial action where appropriate.
- Provide up to date, accurate information, advice and guidance to members of the public and organisations relating to their rights of access to information and provide any information sought within statutory deadlines acting as the Council's main point of contact for handling, monitoring and coordinating activity in respect of requests for information made under the Freedom of Information Act 2000, Environmental Information Regulations 2004, Data Protection Law and related legislation.
- Where and when appropriate, to consult interested parties regarding information that is held by the Council and is subject to an information request, to seek their views upon the possible release of that information, and to take those views into account when preparing the council's response. Providing guidance in relation to the legislative framework, and in particular the use of exemptions or exceptions and the consideration of any costs that may be charged, licenses that may need to be issued for re-use and any limitations of re-use that may exist.
- To attend meetings, participate in project boards and working groups and other internal forums and provide expert advice on Data Protection and Information Governance matters.
- To investigate any incidents in relation to Data Protection and information security and to recommend appropriate action.
- Support the corporate induction process to ensure new staff are aware of their responsibilities.
- Support Digital, Customer and Commercial Services in developing realistic, pragmatic and sustainable solutions to information security risks, ensuring that appropriate information risks are considered, systems are developed with Privacy by Design and information security standards are adhered to.
- Represent the Council in internal and inter-agency planning, providing information, advice and recommendations to influence service reviews and joint planning with partner organisations. Create and lead a cross cutting information governance network. Liaise with public bodies and information security, data protection and freedom of information specialists, including national authorities in order to resolve complex problems and present the council's view.
- Monitor the effectiveness of policies and procedures and the organisations compliance with them through a proactive programme of audit and review, in conjunction with all functions across the council and other stakeholders and bodies.
- Demonstrate integrity and high professional ethics and, as a primary concern, enable

compliance with the UK GDPR.

General

- Liaise with individual/groups (customers/suppliers, government bodies, external partners) to ensure objectives are met
- Deliver regular reports to the council's senior Management.
- Maintain up-to-date knowledge of professional/technical developments within the area of responsibility.
- Provide the organisation with technical and best practice advice where appropriate.
- Directly responsible for a team of staff (permanent and temporary) but influences the approach and activities of the whole council as a result of statutory role, policy creation, training and advice. Indirect responsibility for information governance activities across all functions of the council via networking, standard setting and quality/audit checks.
- Promote a high-quality Data Protection and Information Governance service to the relevant directorate(s), monitor customer satisfaction, ensure that any complaints are escalated appropriately and follow through to resolution.
- Attend evening meetings as required, e.g. to brief members on Data Protection matters relating to the relevant directorate(s).
- Directly influence the availability, quality and security of information used in the planning, decision-making and delivery of council services as well as those of partner agencies.
- Direct responsibility for the Data Protection Officers budget.

Key Accountabilities

- To be accountable for and promote equality, diversity and community cohesion to meet Council, Directorate and Service objectives. All employees have a responsibility not only for their own behaviour, but also for others regarding equality of opportunity. Any incident must be reported.
- To participate in a Performance Review and Development meeting and undertake a plan of training where necessary. Develop his/her own skills and expertise in a professional manner.
- In addition to all the responsibilities listed above, all employees must be flexible in their approach and undertake other duties that are commensurate with post holder's level, wherever they may be, to achieve the objectives of the Directorate.
- To represent the Council and Directorate in a professional manner meeting the Corporate and Directorate aims. To comply with Directorate and Corporate policies.
- If appropriate to be responsible for the recruitment and performance management of designated teams and individuals in accordance with Corporate and Directorate aims and management style.
- To comply with the council's financial regulation and standing orders
- To actively promote Dudley's commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults at a level appropriate to this group.

• Employees must comply with health and safety legislation and will be required to comply with the Council's Health and Safety Policies. All employees must ensure that they take reasonable care of their own health and safety as well as the health and safety of any person that is affected by their actions.

• To be responsible for adhering to legislative requirements and Council Policies and Procedures including, but not exclusively health & safety, Data Protection and Internet/Email use.

Special Conditions

This post is subject to the DBS checking process

Driving Licence will be subject to checking with the DVLA. It is a council requirement to have Business Use Car Insurance and a valid MOT certificate (For cars over 3 years old)

Car Allowance

No Lump Sum

Prepared By
(Section/Mgr)

Tom Senior

Review Date

October 2026