

Kent County Council

Job Description: *Information Governance Specialist*

Directorate:	Chief Executive's Department
Unit/Section:	Governance, Law & Democracy, Information Resilience & Transparency Team
Grade:	KR10
Responsible to:	Information Governance Manager

Purpose of the Job:

To assist the Information Governance Manager with the development and implementation of policies and procedures necessary to ensure Kent County Council complies with Information Governance legislation.

To provide support, guidance and assistance to both Members and operational units, in best practice to achieve regulatory compliance.

To support the Information Governance Manager with the management of the Information Resilience and Transparency Team.

Main duties and responsibilities:

- Development and review of systems, policies, protocols and procedures to facilitate KCC wide compliance with Information Governance legislation.
- Provide support and assistance to the Council's Data Protection Officer.
- Promotion / publication of formally agreed systems, policies, protocols and procedures across the organisation.
- Creation and maintenance of Information Governance portal on KNet & KCC website.
- Preparing / procuring / delivering appropriate quality training to all managers, staff and members across KCC to ensure awareness of KCC's obligations with regard to Information Governance legislation, including delivery of the relevant council policy / procedures.
- Provide advice, guidance and assistance to operational units with regard to all Information Governance related legislation, incorporating data sharing, information security, records management and responding to information requests.
- Provide support and assistance to Information Access Officers on the handling of complex requests for information / complaints and challenging phone calls from members of the public.
- Management / coordination of internal reviews, data protection complaints and cases involving the Information Commissioner.
- Investigation of Information Security incidents in accordance with KCC's Data Breach Policy.
- Informal line management / mentoring of junior team members.
- To work as part of team to ensure that compliance with legislation is not compromised by the absence of any one individual and that advice and assistance is available to all.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: *Information Governance Specialist*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Degree level education, or able to demonstrate considerable experience in Information Governance• GDPR / Data Protection Practitioner Certificate• FOI Practitioner Certificate
EXPERIENCE	<ul style="list-style-type: none">• Operational experience of data security issues• Operational experience of systems for the safe and appropriate retention of paper and electronic records and understanding of the importance of robust records management in public organisations• Operational experience of handling requests for information, reviews and complaints• Liaising with senior management and high-profile people (e.g. Directors, Members, M.P.s)
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Ability and experience of developing and delivering staff training and presentations to all levels of personnel including senior management• Negotiation and diplomacy skills, ability to influence senior colleagues to change policies and practices• Well developed Customer Care skills with internal and external customers and the ability to handle complex, stressful and demanding situations involving sensitive personal matters• Excellent organisational skills and ability to devise processes and systems for the effective management of data• Good analytical skills to monitor and evaluate activities, identify risk and take appropriate action including reporting to senior management as appropriate• Ability to manage large volumes of work within tight timescales
KNOWLEDGE	<ul style="list-style-type: none">• Detailed working knowledge of relevant legislation, in particular Data Protection legislation / GDPR, Freedom of Information Act 2000 and Environmental Information Regulations 2004• Good working knowledge of wide range of local public services, so that referrals and contacts made, and advice given, are accurate

<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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