

Kent County Council

Job Description: *Information Governance Specialist*

Directorate: Strategic and Corporate Services
Unit/Section: Governance, Law & Democracy, Information Resilience and 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 & 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 & 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 his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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 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 & 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.
BEHAVIOURS	<ul style="list-style-type: none">• Open-minded and adaptable to provide a seamless service

	<ul style="list-style-type: none">• Acts confidently within job role and is self assured in own judgement and abilities.• Recognition of what needs to be done and delivery of this• Actively works across organisational boundaries to improve service• Listens to other's views and empathises with other peoples' perspective• Uses different approaches and adjusts style to build productive relationships• Shares information and keeps other team members up-to-date• Shows collective responsibility by identifying workable solutions to problems rather than looking for difficulties <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
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