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| Last updated: | May 2023 |

**JOB DESCRIPTION**

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| Post title: | **Information Governance and Compliance Manager** | | |
| Academic Unit/Service: | Corporate Services / Information Governance | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| Posts responsible to: | Head of Information Governance | | |
| Posts responsible for: | Information Governance and Compliance Officer x 2 | | |
| Post base: | Hybrid with min 20% office-based | | |

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| Job purpose |
| To assist the Head of Information Governance in the provision of the University’s legal and statutory obligations in the field of data protection and other relevant information legislation. To work on the dissemination of good practice across the University and assist in the management and maintenance of the University’s Information Governance Framework. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | Line managing the Information Governance & Compliance Officers to ensure appropriate and timely responses to Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests, Subject Access, data rights requests and personal data breaches. | 10%  35% |
|  | For the Information Governance and Compliance Officers, determine the appropriate responses for DPA, GDPR and FOIA requests, including the application of exemptions and exceptions.  Prioritise and plan workloads effectively to balance request processing and other duties, ensuring that requests are answered within statutory deadlines. Maintain a diverse caseload, progressing multiple cases in tandem.  Undertake research and produce reports and statistical analysis as required  Research and interpret legislation, case law, regulatory guidance and other relevant sources when preparing responses to requests and enquiries.  Assess, respond to and/or approve responses to incoming requests or review requests for information under Freedom of Information.  Assess, respond to and/or approve responses to incoming requests from data subjects in exercise of their data subject rights or from third parties for the sharing of personal data.  Ensure adequate records of such requests, maintaining audit trails and reporting ability.  Assess, respond to and make recommendations to the Head of Information Governance where necessary. |
|  | To be responsible for the University’s initial response and investigation of personal data breaches, including the maintenance of records, lessons learnt and training enhancements. Assess, respond to and make recommendations to the Head of Information Governance in response to the notification of personal data breaches in the University. | 15% |
|  | To contribute to University-wide projects using specialist knowledge and to lead short-term projects related to Information Governance activities. To carry out detailed assessment and analysis of issues and problems, using specialist knowledge to identify and recommend appropriate solutions. | 15% |
|  | To draft documents, reports, briefings, presentations and guidance as required for internal and external stakeholders and contribute to the development and review of information-related policies, procedures and guidance. | 10 % |
|  | Provide such other support as required by the Head of Information Governance and appropriate to the grade of post. | 10% |
|  | To be responsible for the provision of information governance advisory services and provide support services to the University in connection with information governance queries, assisting with the carrying out of initial data protection reviews and data protection impact assessments within specific legal parameters and statutory guidance and provide expert advice and robust challenge to ensure the University initiatives include consideration of privacy and data compliance issues. | 5% |

| Internal and external relationships |
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| Other members of the department/University staff.  Director of Legal Services and other staff members including senior staff members for the purpose of assisting in the resolution of legal matters.  External customers  Relevant suppliers and external contacts  External legal advisors and third parties to source information and deal with or dispose of the University’s information governance matters. |

| Special Requirements |
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| Must be self-sufficient and capable of working with a minimum of guidance, able to work to deadlines and under pressure within a team environment and actively obtain information from internal and external parties when required. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification  Demonstrable work experience in information Governance and related requirements around data protection and freedom of information.  Knowledge of Information Governance legal requirements including Data Protection Act /UK General Data Protection Regulation, the Freedom of Information Act and Environmental Information | GDPR/Data Protection practitioner certification or Freedom of  Information certification, or CPD of equivalent level.  Able to apply an awareness of principles and trends in a specialist or professional field and an awareness of how this affects activities in the University.  Proven experience of planning and progressing work activities within broad professional legal guidelines and/or broad organisational policy. | CV & interview |
| Planning and organising | Able to seek opportunities to progress a broad range of activities within professional guidelines and in support of University policy. | Experience of successful project management. | CV & interview |
| Problem solving and initiative | Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them. |  | CV & interview |
| Management and teamwork | Able to work proactively with colleagues in other work areas to achieve outcomes.  Able to delegate effectively, understanding the strengths and weaknesses of team members to build effective teamwork.  Able to formulate development plans to meet required skills. |  | CV & interview |
| Communicating and influencing | Able to provide accurate and timely specialist guidance on complex issues.  Able to use influencing and negotiating skills to develop understanding and gain co-operation. |  | CV & interview |
| Other skills and behaviours | High level of IT proficiency  Able to work proactively, including using initiative to obtain information where required to exercise decisions whilst recognising escalation points and reporting effectively. | Institutional knowledge and background of working in a Higher Education environment  Awareness of information law issues facing HEI’s | CV & interview |
| Special requirements | Must be self-sufficient and capable of working with a minimum of guidance, able to work to deadlines and under pressure within a team environment and actively obtain information from internal and external parties when required. Willingness to work non-standard hours to fulfil role. |  | CV & interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |