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| Last updated: | 22 April 2025 |

**JOB DESCRIPTION**

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| Post title: | **Information Governance and Compliance Officer** | | |
| Academic Unit/Service: | **N**ational Institute for Health and Care Research **E**valuation, **T**rials and **S**tudies **C**o-ordinating **C**entre (NETSCC), within the School of Healthcare Enterprise and Innovation | | |
| Faculty: | Medicine | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| Posts responsible to: | Information Governance Manager | | |
| Posts responsible for: | n/a | | |
| Post base: | Office-based/Home-based (Hybrid working model) | | |

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| Job purpose |
| To assist the Information Governance Manager in the provision of NETSCC’s legal and statutory obligations in the field of data protection, freedom of information and other relevant information legislation.  To provide proactive information governance support, providing specialist technical advice and ensuring that relevant strategies and policies are fit for purpose, effective and compliant with legislation.  To work on the dissemination of good practice across the organisation and assist in the management and maintenance of the organisation’s Information Governance Framework.  This requires knowledge and experience of relevant legislation and involves day to day responsibility for the administration, processing and consideration of requests and other casework under Freedom of Information and Data Protection legislation. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Assisting the Information Governance Manager and taking the lead in the development and maintenance of Records of Processing Activity, Data Protection Impact Assessments, Privacy Notices, Data Sharing Agreements and Vendor Management  Developing, implementing, and supporting systems and practices which facilitate effective information and records management practice across NETSCC.  Supporting the Information Governance Manager in reviewing and updating NETSCC’S information governance policy framework, including the contribution to the development and regular review of information-related policies, procedures and guidance, and delivering training on information governance matters to staff. | 35% |
|  | To to organisation-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. | 20% |
|  | To be responsible for the provision of information governance advisory services and provide support services to the organisation in connection with information governance queries, assisting with the carrying out of initial data protection reviews especially for vendor management and data protection impact assessments within specific legal parameters and statutory guidance and provide expert advice and robust challenge to ensure the organisations initiatives include consideration of privacy and data compliance issues. | 15% |
|  | To be responsible for the NETSCC’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 Information Governance Manager in response to the notification of personal data breaches in the organisation. | 10% |
|  | Ensuring appropriate and timely responses to Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests, Subject Access, data rights requests and personal data breaches are being met.  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 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.  Escalating matters of concern/non-compliance to the attention of the Information Governance Manager. | 10% |
|  | To draft documents, reports, briefings, presentations, and guidance as required from time to time for internal and external stakeholders. | 5 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Collaborate with colleagues within NETSCC, the NIHR, the School of Healthcare Enterprise and Innovation and the University. The Department of Health and Social Care (DHSC) and the National Institute for Health and Care Research (NIHR). |

| Special Requirements |
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| Must be self-sufficient and capable of working 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 issues in a large, complex organisation, including responding to queries and delivering of training and guidance.  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 at NETSCC.  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 the organisation's strategy. | 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 provide expert guidance and advice to colleagues to resolve complex problems. |  | CV & interview |
| Communicating and influencing | Able to build effective relationships with internal and external stakeholders.  Excellent communication skills, written and oral to be able to translate complex and technical information to a range of staff across the organisation and to build and maintain effective working relationships.  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. | Presentation skills  Experience of providing training | CV & interview |
| Other skills and behaviours | High level of IT proficiency.  Ability to interpret legislation, codes of practice and statutory guidance and the ability to communicate this to a non-technical audience.  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.  Experience of, or ability to develop, a working knowledge of SharePoint and Excel databases. | CV & interview |
| Special requirements | Must be self-sufficient and able to work to deadlines and under pressure within a team environment and actively obtain information from internal and external parties when required. |  | 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 |  |  |  |