JOB DESCRIPTION

LEGAL & DEMOCRATIC SERVICES

Post Title: **Information Governance Officer**

Post Hours: 22.5 hours per week

Grade: PO2-5

Responsible to: Head of Legal

Responsible for: Technical Support and Events Co-ordinator

Main contact associated with principal duties:

- Chief Executive,
- Director of Resources
- Elected Members
- Head of Legal
- Heads of Service
- Budget Managers
- staff in service areas
- external agencies and partners
- suppliers and other local authorities

Job Purpose:

To support the Head of Legal (DPO) in the development and implementation of effective data and records management policies and procedures across the organisation, so that the Council meets it's GDPR / information governance duties including Subject Access Requests, Freedom of Information and Environmental Information Regulations

---

Control of Resources:

Laptop

Main duties and responsibilities:

1. To assist the Director of Resources (SIRO), the Head of Legal (DPO) and other Heads of Service with regard to the Council's obligations under data protection, information governance, freedom of information, and environmental information regulations through the development of appropriate strategies, policies, frameworks and training and development of managers and employees.

2. To provide line management support and guidance to the Technical Support and Events Coordinator, including performance management, absence management and leave authorisation etc.

3. To provide support in delivering information governance across PBC, including writing policies, advising senior managers, writing and providing training, inputting into the corporate governance agenda.

4. To provide input/lead on information governance elements of service projects and initiatives

5. To investigate information governance breaches and failures and work with services to develop practice/process improvements

6. Develop and promote information governance resources and provide appropriate training

7. To ensure a transparent and active approach to the Freedom of Information process, ensuring that statutory deadlines are met. To further ensure that any Subject Access Requests are dealt with in line with current guidance and timescales.

8. Using specialist/professional expertise, act as advisor to the SIRO and DPO in respect of compliance with, and changes to, relevant legislation and provide an assessment of impact, together with required actions; provide day to day support and guidance to the SIRO role to enable decisions to be made where solutions are not obvious.

9. To promote best practice and raise the profile of Information Governance corporately in order to promote improvements to controls and resilience to error in the Council's systems.

10. To maintain any records required for the management of Information Governance.

11. To act as a critical friend to the Corporate Management Team, Heads of Service and employees to co-design and deliver process improvements to ensure ongoing compliance.

12. To maintain accurate records of complaints and manage the complaints process to ensure responses are dealt with in line with current guidance and timescales. To include producing quarterly reports to Members.

13. To maintain accurate records of Stage 2 Complaints and complaints received via the Local Government Ombudsman (LGO) on the Complaints database. To aggregate statistical information on complaints. To process incoming and outgoing correspondence in respect of Stage 2 and LGO complaints.

14. To deputise for the Head of Legal in their role as Data Protection Officer.

15. Any other duties required which are commensurate with the grade of the post.

Date: Oct 2025

PERSON SPECIFICATION

Information Governance Officer

Selection Criteria	Essential or Desirable	Assessment Method
Qualifications		
1. Educated to degree level or equivalent in a relevant discipline	Essential	Application Certification
Knowledge, skills, abilities and experience		
2. Wide ranging experience in Data Protection/Information Management	Essential	Application Interview
3. Understanding of the Freedom of Information Act and Environmental Information Regulations	Essential	Application Interview
4. Understanding of UK GDPR law and the Data Protection Act	Essential	Application Interview
5. Clear understanding of local government statutory requirements and obligations	Desirable	Application Interview
6. Experience of delivering information governance solutions in a medium/large organisation	Essential	Application Interview
7. Ability to work to tight deadlines with the minimum supervision	Essential	Application Interview
8. Strong analytical and problem-solving skills with the ability to develop innovative solutions including the skill required to communicate and influence to achieve outcomes.	Essential	Application Interview
9. Ability to manage, lead, motivate and empower staff to high performance and foster a positive working environment, whilst taking account of any equality and diversity needs.	Essential	Application Interview
10. Able to work effectively in a political environment and ability to relate to elected members across a wide political spectrum	Desirable	Application Interview
Special Requirements		
None.		

Date: Oct 2025