West Yorkshire Fire & Rescue Service

Job Description

**Post Title: Information Governance Manager**

**Grade: Grade 8**

**Responsible To: Head of Corporate Services**

**Purpose Of Post: To support the Head of Corporate Services in the development and management of effective and robust Information Governance and Information Management systems and procedures for the Authority. Responsibility for delivery of an Information Governance Framework that enables the Authority to meet its significant statutory and legal obligations in respect of Information Governance, including Information Security, Information Compliance (e.g. Data Protection, Freedom of Information), Information Sharing, Data Quality and Assurance and Information Management.**

# Organisational chart

# Main duties and responsibilities of the role

1. Take a lead role in the management of all aspects of Information Governance within the Authority; working within a number of frameworks concerning compliance, information governance, best practice and legislation e.g. West Yorkshire Information Governance Framework, International Information Security standard ISO 27001; HMG Security Policy Framework.
2. Establish, co-ordinate and maintain the Authority’s Information Governance and Security Group, the Corporate Information Management Group and other relevant groups required to support the Information Governance agenda.
3. Work with the Information Governance and Security Group in developing the overarching Information Governance Framework and in particular taking a lead role in the development of the Authority’s Information Governance Strategy and Policy and associated action plans, covering all areas including information security, data protection, confidentiality, freedom of information and information management.
4. Development of all Authority Information Governance, policies, procedures and guidance, for approval by Management Board, or the appropriate Authority committees as required, and ensure effective implementation across the Authority.
5. Monitor Information Governance performance measurement criteria and indicators to ensure achievement of the Information Governance Strategy and Framework and to report findings to the Authority’s Information Governance and Security Group, Management Board and Authority Committees as appropriate.
6. Communicate with the Information Commissioner’s Office and ensure that the personal information of employees, members and service users is dealt with legally, securely, efficiently and effectively in order to deliver the highest standards of service.
7. Maintain a high level of expertise in Information Governance issues through research, liaison with Information Governance colleagues from the other Fire and Rescue Services and Local Authorities and partner agencies, including attendance at regional Information Governance/Information Management meetings, and attending other local, regional and national Information Governance/Information Management meetings on behalf of the Authority and reporting back on relevant developments and issues.
8. Provide strategic advice across the Authority on all areas of Information Governance including advice and guidance to departments on the retention and disposal of paper and electronic records. In liaison with the ICT department ensure that policies for the storage of records are developed utilising new technologies where appropriate.
9. Provide support to the Deputy Data Protection Officer (Head of Corporate Services).
10. Carry out regular review of policies and procedures to ensure compliance with major regulatory changes and IG developments, such as the General Data Protection Regulation, relevant Government policy/legislation and the NHS Data Security and Protection Toolkit. Protect the integrity of valuable information assets, including compliance with ISO 27000 standards. Conduct data protection impact assessments.
11. Ensure all aspects of the General Data Protection Regulation (GDPR) requirements are monitored and embedded throughout the Service.
12. Ensure that the Authority’s approach to information handling is compliant with legislation and best practice guidance and that it is communicated to all staff and made available to the public where appropriate.
13. Maintain an awareness of the regulatory environment, and how this affects current and future expectations of a Fire and Rescue Service regarding responsibilities for information management.
14. Develop, maintain and manage an Information Governance and Security intranet site to support the relevant Authority frameworks, raise awareness, provide topical learning opportunities and house the Information Security Management System (ISMS).
15. Establish, implement, monitor and review the Information Security Management System (ISMS) aligned to ISO27001 working closely with colleagues from the ICT department to ensure that all policies, procedures and controls are fit for purpose and conform to the international standard, current regulations and best practice.
16. Support the development of controls across all the Information Governance Framework strands, ensuring that self-assessments are carried out, actions identified, and an improvement plan developed and implemented, and appropriate reporting processes are in place.
17. Work in conjunction with the Senior ICT Manager, the IT Manager and the Information Security Officer to ensure the Authority’s electronic information systems facilitate the appropriate, effective and secure use of information resources in line with Information Security standards particularly ISO27001 and that reports on information security assurance issues are provided to the Information Governance and Security Group.
18. Be responsible for the undertaking of an Authority-wide gap analysis between the FRS Protective Security Strategy requirements and current controls. To co-ordinate the monitoring and progression of the required actions.
19. Evaluate the impact of Authority-wide information security proposals on existing arrangements.
20. Investigate Information Governance issues including information governance related incidents; provide expert strategic advice and assistance as required and preparing any subsequent report and communication with the Information Commissioner’s Office.
21. Development of an Authority-wide Freedom of Information policy and systems designed to ensure that the Authority fully complies with all aspects of the Freedom of Information Act 2000; and establish mechanisms to provide regular reports to MT and the Information Governance and Security Group.
22. Manage the Authority’s Data Protection Policy to ensure that it maintains compliance with Information Governance requirements and the regulatory environment.
23. Co-ordinate, implement, monitor, review and manage the Authority’s Publication Scheme and advise on the content, management system and method of access ensuring the scheme’s accuracy and completeness through liaison with key stakeholders. Provide advice and guidance to ensure that the Authority's Intranet and Internet presence achieve the maximum possible compliance with the regulatory environment.
24. Provide professional and expert advice and guidance to Senior Managers and departments when required on the sharing of information, which may be very sensitive, complex, personal and/or business critical in nature, with other individuals and organisations. Also, provide guidance on cross-over areas between the governance and security frameworks to avoid duplication of effort and provide effectiveness and efficiency for the Authority.
25. Provide strong and visible leadership, acting as a positive role model to all managers and staff, demonstrating high levels of integrity, transparency and personal effectiveness.
26. Carry out various complex projects in support of Corporate Services departmental priorities as requested by the Head of Corporate Services
27. Contribute to the development of training and awareness materials and the development, delivery and monitoring of the Information Governance and Protective Security training programme for all staff utilising e-learning where appropriate.
28. Manage and supervise the Information Governance Team on a day-to-day basis, including ensuring that appropriate staff development is in place.
29. Undertake duties of the post in compliance with all relevant Authority policies including health and safety, data quality and equal opportunities policies

## Second area

1. To demonstrate and uphold the service values and to promote the organisation in a positive manner.
2. Ensure functions can be maintained when disruptive events occur through the implementation of arrangements specified in the business continuity strategy/policy.
3. Responsibility for ensuring any data produced in relation to the post is accurate and current.
4. Responsibility to ensure full compliance with the General Data Protection Regulation and Data Protection Act 2018 and to ensure data security is maintained.
5. Undertake any other duties commensurate with the grade of the post as directed by line management.

# Organisational wide responsibilities

1. Adherence to the[**NFCC Core Code of Ethics**](https://nfcc.org.uk/our-services/people-programme/core-code-of-ethics/%20Services%20England.pdf)and[**West Yorkshire Fire Service Values**](https://www.westyorksfire.gov.uk/sites/default/files/2023-03/WYFRS%20Core%20Values%20June22.pdf).

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1. To implement and promote the Authority’s:
* Health and Safety policies.
* Equality and Diversity policies.
* Information Security Management System policies.
* Safeguarding policies.
* Business continuity policy and contingency arrangements.
* Policies related to General Data Protection Regulation and Data Protection Act 2018.
* Commitment to maintaining our Customer Service expectations.
1. A satisfactory StandardDisclosure and Barring check is required for the role.
2. This post has been designated a hybrid working post which means the postholder’s working time will be split between the workplace and home. The actual pattern and number of days at each will be agreed locally with the line manager and will be determined based on the service needs.

# Skills and experience requirements for this role

In the supporting statement section of the application form give clear, concise examples of how **you meet all of the Essential person specification criteria** (i.e. items you must be able to do from day one to be able to do the job), **identified as ‘Application’ in order to be shortlisted for this vacancy**. If a large number of applications are received, only those who also meet the Desirable criteria, identified as ‘Application’, will be shortlisted, i.e. criteria you need to do the job, but which could be learnt during training.

**Please list or number the** competency criteria below against which you are providing evidence/examples in order to structure your supporting statement in a well organised way.

There may be some criteria that are identified through ‘Selection Process’ only. **You will only be assessed on these criteria during the selection process and not from your application form**, this may involve tests, presentations, interview etc.

|  | **Experience** | **Essential/Desirable** | **Where identified** |
| --- | --- | --- | --- |
|  | Considerable experience of working in a relevant information governance related role. | Essential | Application & Selection Process |
|  | Develop and advise on Information Governance Policy matters. | Essential | Application & Selection Process |
|  | Considerable experience of production of detailed reports and/or statistics where accuracy is essential. | Essential | Application & Selection Process |
|  | Considerable experience of leading, managing and motivating others. | Essential | Application & Selection Process |
|  | Experience of successfully managing and delivering complex projects and framework compliance within a complex organisation and within tight timescales. | Essential | Application & Selection Process |
|  | Experience of effective use of project management methodology and record keeping. | Essential | Application & Selection Process |
|  | High level experience of working with Access to Information legislation and handling complex requests for information. | Essential | Application & Selection Process |

|  | **Education and Training** | **Essential/Desirable** | **Where identified** |
| --- | --- | --- | --- |
|  | Educated to degree level in a relevant discipline. | Essential | Application & Selection Process  |
|  | Specialist qualifications in information governance related topics for example but not limited to; Information Security, Information Risk Management, Data Protection, Freedom of Information, Records Management, ISEB or comparable experience. | Essential | Application & Selection Process |

|  | **Special knowledge and skills** | **Essential/Desirable** | **Where identified** |
| --- | --- | --- | --- |
|  | In depth knowledge and understanding of complex legislative information governance issues including the General Data Protection Regulation. | Essential | Application & Selection Process |
|  | High level working knowledge of information governance best practice standards and effective implementation. | Essential | Application & Selection Process |
|  | A high level of oral and written communication skills. | Essential | Application & Selection Process |
|  | High level ability to chair, plan, co-ordinate and positively contribute to meetings with senior management or other stakeholders. | Essential | Application & Selection Process |
|  | High level ability to research and prepare reports on various issues for various audiences. | Essential | Application & Selection Process |
|  | High level ability to use MS-Office and other ICT applications to a high level of proficiency. | Essential | Application & Selection Process |
|  | Strong analytical and problem-solving skills. | Essential | Application & Selection Process |
|  | Ability to work unsupervised and self-tasked. | Essential | Application & Selection Process |
|  | Ability to regularly work to tight deadlines with effective time management skills providing high quality outcomes. | Essential | Application & Selection Process |
|  | High level ability to communicate with staff at all levels and form effective internal/external relationships. | Essential | Application & Selection Process |
|  | High level organisational skills. | Essential | Application & Selection Process |
|  | High level ability to analyse and interpret complex data and reach robust conclusions. | Essential | Application & Selection Process |
|  | High level ability to work strategically. | Essential | Application & Selection Process |
|  | Demonstrates commitment to taking a leading role in driving forward WYFRS’ commitment to Equality & Diversity, NFCC Core Code of Ethics and WYFRS values. | Essential | Application & Selection Process |
|  | Demonstrable commitment to ensuring good data quality in all aspects of work. | Essential | Application & Selection Process |
|  | Demonstrate an understanding of and ability to implement Health & Safety at work. | Essential | Application & Selection Process |
|  | To hold and maintain a current full UK valid car driving licence. | Essential | Application & Selection Process |

Job Description last updated: August 2024