

Job Description and Person Specification

Information Governance Manager

Job Details	
Grade	9
Service	Law and Governance
Location	Council House
Job Evaluation Code	P1288D

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>To promote a culture of information governance compliance and best practices across the organisation.</p> <p>Manage the Information Governance function to deliver effective corporate governance and compliance activities, setting standards and best practice and manage key relationships within the City Council and externally.</p> <p>To provide strategic advice on issues relating to information governance legislation, regulation policy and practice including information risk management, data protection, records management and to test compliance within the organisation.</p>

Main Duties & Key Accountabilities
To lead and manage the Information Governance Team.
To review, develop and implement and maintain information governance systems, policies, procedures and strategies to comply with the relevant legislation
To actively promote a culture of customer-focussed continuous improvement and service efficiency.
Monitor, evaluate and report on Council performance and compliance with its statutory obligations and response times within legal timeframes and corporate performance management requirements.
To support the Senior Information Risk Officer in the effective running of the Council's corporate Information Management Strategy Group.
To work with the Data Protection Officer to lead the Data Protection Team, and act as the Council's Deputy Data Protection Officer
Collaborate with Internal Audit, Legal Services, Digital and other relevant teams to ensure that data sharing and record management protocols are being correctly followed and to ensure that remedial actions are being implemented as required.
Ensure the timely submission of the NHS Data Protection and Security Toolkit and ensure the Council remains compliant with its requirements.
Lead the formulation, champion and manage the implementation of the corporate Records Management policy throughout the Council that will impact directly on the wellbeing internally and externally to service users, by ensuring the appropriate levels of confidentiality and data sharing of personal, sensitive data.
To act as subject matter expert, providing advice on data protection, security and sharing, Freedom of Information and Environmental Information Regulations and document and records management, interpreting primary legislation and guidance to develop easily understood policies, procedures and guidance for use in the Council.
To provide advice and guidance to Information Asset Owners and services on the effective development and use of Data Protection Impact Assessments, Data Sharing / Processing Agreements etc, reviewing and signing off input from the Data Protection Officer team.
To critically evaluate information management systems in use across the Council, assessing their current fitness for purpose and recommending long term strategies to manage and protect complex and sensitive personal information.
To lead, develop and project manage the introduction and operation of effective, appropriate and integrated information management systems to promote and enhance compliance.
To identify potential savings through improved records management

To work with the Insurance Manager, Senior Information Risk Officer and Information Asset Owners in identifying corporate and business continuity risks in the Council's management handling of personal data, documents and records and actions to reduce risks, maintaining the Council's Registers of Information Assets and Information Risk Assessments.

To develop and deliver policies, guidance and training for officers on all aspects of Information Governance and document and records management

Key Relationships

External:	WM Police, NHS bodies, Representatives of other public sector and partner organisations, Regional information governance leads, members of the public	Internal:	Senior Information Risk Owner, Caldicott Guardian, Information Asset Owners, Councillors, Council services and employees
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Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

Information Governance Officers (3)

Person Specification

Requirements

Knowledge	High level of knowledge of information protection, security and retention
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Knowledge	Advanced current data protection professional practices and standards.
Knowledge	Knowledge of theory and practical application of relevant statutory and regulatory environment in the public sector including the Data Protection Act 2018, UK GDPR, the Freedom of Information Act 2000, Environmental Information Regulations 2004
Skills And Ability	Leadership skills with the ability to articulate the vision for the service and engender loyalty and commitment to the vision. Ability to manage change in the context of service redesign and improvement
Skills And Ability	Excellent written and verbal communication skills such as those required to explain complex concepts in simpler terms and effectively and deliver presentations to a range of audiences and the demonstrable ability to communicate with employees at all levels, service users, elected members and partners. Able to challenge in a constructive way and manage disputes when they arise.
Skills And Ability	Ability to manage a range of conflicting demands and pressures
Skills And Ability	Ability to assess complex data and make recommendations for areas for improvement in processes and working practice
Skills And Ability	Ability to work flexibly on own initiative or in teams, to overcome obstacles and barriers to progress, and make the most of existing resources
Skills And Ability	Quickly adapts to and champions new working practices and technology
Skills And Ability	Assertive and effective negotiator, able to be the advocate for information governance and records management at the highest levels within the Council
Skills And Ability	Ability to work collaboratively and in partnership, internally and externally in the public sector in order to influence and provide service delivery
Experience	Experience of managing an information governance function
Experience	Experience in a data protection compliance role
Experience	Experience of maintaining Information Asset Registers, Information Risk Registers and Records Management Strategies
Experience	Experience of design and delivery of training and awareness programmes
Experience	Demonstrable track record of developing innovative and workable solutions to complex policy issues, delivering on desired outcomes
Experience	Demonstrable track record of effectively managing resources and performance, priorities and projects
Qualification	Educated to degree standard or equivalent

Qualification	Relevant qualification in data protection
Qualification	Membership of a relevant professional body
Special Requirements	

Declaration			
Reviewed/Created By:			
Job Title:	Head of Governance	Date:	April 2025