

Job Title	Information Governance Officer - Part-time		
Post Reference		Temporary/Permanent	Permanent
Grade	5	Hours	2 Days
Reports to	Cath Dukes		
Line Management responsibilities (Direct and Indirect)	Indirect – Information Governance Assistant		
Directorate/ Department	Business Information Systems/Information Governance		
Location	Headquarters		
Politically restricted	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
Level of DBS Check Required	<input checked="" type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> Enhanced (with barred Child) <input type="checkbox"/> Enhanced (with barred Adult)		

Main Purpose of the Job

Subject Matter Expert in information management and current legislation pertaining to data protection and information requests as it applies to Royal Berkshire Fire and Rescue Service (RBFRS).

Provides expert interpretation, advice and guidance on all aspects of information governance and associated legislation/regulation to promote sector best practice within RBFRS.

Minimise reputational and financial risk to RBFRS through implementation of rigorous and robust information management practices and guidance to the organisation.

Provides leadership guidance and direction on policy, information management and data handling practices, consulting on information security requirements for ICT systems and services when required.

In conjunction with the Information Governance Manager (IGM), design, develop and execute programmes and projects to drive improvements to information management practices within RBFRS.

To act as ‘first point of contact’ in relation to the information requests and enquiries both internally and from members of the public, in relation to the role.

To enable RBFRS to meet its information governance obligations in respect of data protection, freedom of information, confidentiality code of practice, information sharing, information privacy, data quality, record keeping, corporate records and information systems best practices.

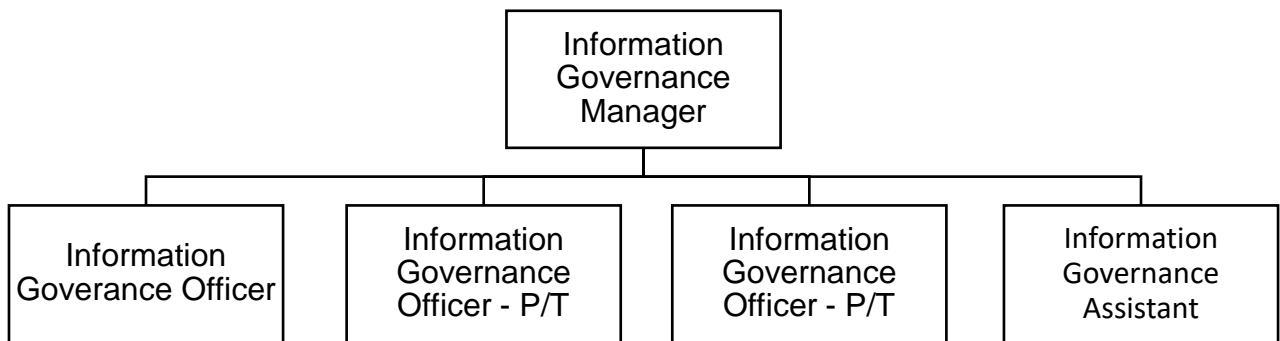
Champions and promotes awareness of Information Governance codes of practice, the relevant legislation, related policies and guidance, and implications across all levels of RBFRS.

Under guidance from the IGM, improves and maintains the confidentiality, integrity, availability and quality of RBFRS's information in all formats. Ensuring that information is managed, retained, interpreted, used and shared appropriately, and that arrangements are in place to minimize the risk of, and the disruption caused by information breach incidents.

Design, develop and deliver specialized training in the above area across RBFRS ranging from presentations to staff to Fire Authority members.

Develop and maintain a wide area network of contacts across and outside RBFRS to promote and develop service.

Organisational Structure



Key Responsibilities and Deliverables:

Reports to the Information Governance Manager in the context of all day-to-day activities.

Works closely with the organisation's Data Protection Officer (DPO), Head of Business and Information Systems (HBIS) and Senior Information Risk Owner (SIRO), to enable RBFRS to meet its information governance obligations in respect of data protection, freedom of information, confidentiality code of practice, information sharing, information privacy, data quality, record keeping, corporate records and information systems best practices.

Engages with Heads of Service and their delegates to influence and guide departmental compliance to information governance legislation, monitor and audit standards and promote efficient, effective and secure information management practice across RBFRS.

The post-holder will work within the statutory framework set by the Freedom of Information Act (FOIA), the Environmental Information Regulations (EIR), the UK General Data Protection Regulation (UKGDPR), the Data Protection Act (DPA 2018), and the Re-use of Public Sector Information Regulations 2015.

The post-holder will need to work autonomously to tight deadlines and in challenging situations, e.g. when investigating data security incidents.

The post-holder will provide support, advice and guidance to the Information Governance Assistant in the conduct of the Information Governance team's day-to-day business.

Provide subject matter expertise to organisation-wide projects and initiatives relating to information governance such as data protection, records management, information sharing and data flows.

In conjunction with and under the guidance of the Information Governance Manager, deliver annual improvements against established Information Governance standards and objectives of the BIS team goals, including information governance management, confidentiality and data protection, information security assurance, and company information assurance.

Works collaboratively with external partners to ensure the organisation implements high quality, robust information governance standards.

Promote, maintain, develop and deliver staff awareness of Information Governance policies, developing training and awareness programmes to support and implement all aspects of Information Governance within RBFRS.

Researches and interprets enacted legislation, as well as all relevant guidance documents and codes of practice to ensure an effective and compliant response to requests under the Information Rights legislation (Freedom of Information Act 2000, Environmental Information Regulations 2004, Data Protection Act 2018 and UK General Data Protection Regulation).

Responsible for managing the day-to-day process for Freedom of Information requests and Environmental Information Regulations requests within the requirements of the pertinent legislation and in accordance with RBFRS policies and procedures. Determine appropriate responses to information requests including: decision notices, fees notices and refusal notices, in liaison with Information Asset Owners. Undertake Public Interest, Adverse Effect or Prejudicial Tests where appropriate.

Responsible for managing the day-to-day process for Data Protection enquiries, Subject Access requests, Data Subject rights requests and complaints, ensuring that confidentiality is maintained in highly sensitive situations within the legal framework, timescales and in line with guidance from the Information Commissioner's Office (ICO).

Responsible for managing the day-to-day process to ensure that all reported personal data breaches are investigated, monitored and reported, as appropriate to the role.

Responsible for managing the day-to-day process for responding to incident enquiries, ensuring incident information is released appropriately and in accordance with relevant UK legislation. Collaborate with stakeholders to develop processes, public facing reports and to promote data quality and consistency with related records.

Produce, review and maintain Information Governance policies and associated guidance reflecting these, in liaison with line management.

To ensure that all relevant registrations and systems appropriate to the role are maintained and developed, kept up to date and comprehensive, and that the appropriate Service Officers are aware of them.

Responsibility for the management and development of electronic document publication and control systems, ensuring controlled documentation is available and easily accessible across the Service to reduce associated risks and improve efficiency within RBFRS, including the management and preservation of archives.

Person Specification

Qualifications and training	On recruitment	After Training
Educated to degree level or equivalent relevant experience in a related role.	X	

Knowledge, skills and experience	On recruitment	After Training
Self-motivated and highly organised.	X	
Able to work to tight deadlines, effectively organise own work load and manage competing priorities with minimal supervision.	X	
Able to use IT software products to develop and maintain projects, carry out in depth data analysis, develop presentation and policy documentation, and produce high quality reports.	X	
Excellent analytical, interpretation and problem solving skills.	X	
Able to communicate effectively at all levels establishing personal credibility based on demonstrated abilities, influencing others and being assertive when required.	X	
Able to setup new, robust policies and processes and supporting technology and to successfully manage their implementation.	X	
Excellent communication, advocacy, presentation influencing and negotiating skills.	X	

Demonstrated ability to develop and deliver training materials	X	
Demonstrated knowledge of information risk management and requirements for protecting information, with particular emphasis on the digital realm	X	
Demonstrated ability to remain current with the latest developments in Information Governance and Data Protection	X	
In depth knowledge of RBFRS operations and governance structures		X
Demonstrated experience of working in a relevant information governance role within a complex organisation	X	
Attention to quality and detail and the ability to process information quickly	X	
Comprehensive knowledge and understanding of Information Rights Legislation and best practice	X	
Able to make appropriate decisions and create practical solutions	X	
Able to conduct complex, robust and thorough investigations, report on the findings and present recommendations	X	
Knowledgeable and confident working incoming Data Subject Rights requests, (including Subject Access Requests) and Freedom of information Act requests	X	
Ability to interpret legislation and advise	X	
Ability to work sensitively with confidential information and maintain confidentiality where appropriate.	X	
An understanding of the importance and application of information security management, including external drivers and standards (e.g. ISO27001)	X	
Understanding of fundamental principles of information audits and inspections	X	

Other Requirements

Ability to travel to other locations within the county of Berkshire

Flexible approach to working hours and attendance and ability to attend meetings out of hours on occasion.

<p>RBFRS Behaviours</p> <p>RBFRS Behaviours are contextualised into 4 levels. The level this role operates within is identified below</p> <ul style="list-style-type: none"> • Leading Yourself <input checked="" type="checkbox"/> • Leading Others <input type="checkbox"/> • Leading the Function <input type="checkbox"/> • Leading the Service <input type="checkbox"/> 	
Personal Impact	<p>Comply with all finance and procurement policies, procedures and practices, demonstrating the highest levels of integrity at all times. Adhering to the RBFRS code of Conduct and related policies.</p> <p>Take responsibility for your own performance (including personal fitness) and participate positively in development activities.</p>
Working Together	<p>Promote and adhere to the Service's policies on equality and fairness. Value the contributions of a diverse workforce and respond to the different needs of individuals and group. Ensuring familiarity of Safeguarding Policy and practice. Contribute to the development of others.</p>
Delivering Quality and Service	<p>Treat members of the public with respect.</p> <p>Respond to the different needs of individuals and groups within the organisation and in the community.</p>
Organisational Effectiveness	<p>Uphold and promote the values of RBFRS complying with the required standards of conduct, integrity and behaviour.</p> <p>Demonstrate commitment to helping the service achieve its corporate commitments and vision.</p>
Health, Safety and Wellbeing	<p>Practice and promote the Services policies to support the health and safety of themselves and their colleagues and anyone else who may be affected by their actions.</p>

Profile prepared by:	Cath Dukes		
Approved by:	Lukasz Wrona		
Profile Effective from:	July 2024	Last reviewed:	July 2024
Post holder name:		Signature:	
		Date:	