**BCP COUNCIL**

**JOB DESCRIPTION**

**SERVICE UNIT: Adult Social Care Services**

**JOB TITLE: Information Governance Officer**

**REF No:** **105883**

**GRADE: G**

**RESPONSIBLE TO: Team Manager- Strategic Planning and Information Governance.**

**MAIN PURPOSE**

* Manage the services approach to Information Governance for Adult Social Care by completing an assessment of current compliance and developing a business plan ensuring full engagement with the service throughout the process.
* Provide support, advice and guidance to Officers and Senior Managers to enable compliance with the requirements of:
  + General Data Protection Regulations (GDPR)
  + Freedom of Information Act
  + Subject Access Requests
* Take on the role of Information Asset Advisor (IAA) as part of the Information Governance Framework.
* Work with the Senior Management to ensure local policies, procedures, guidelines and public information complies with national and local initiatives and corporate standards.

**MAIN RESPONSIBILITIES**

1. Provide expertise and support to ensure Adult Social Care meets a range of robust governance standards to support quality service delivery and ensure systems are compliant with NHS Digital and social care standards.
2. Manage and circulate requests for information to the appropriate officers, collating responses and supplying information to the requestors, ensuring compliance with the GDPR, Freedom of Information Act, the Subject Access Code of Practice and the Local Authority Transparency Code and adhering to strict legislative timescales.
3. Develop and maintain an Information Asset Register for the service to comply with the GDPR and the Corporate IG Accountability Framework.
4. Conduct privacy impact assessments and manage the process of privacy notices, fair processing statements and consent. Provide advice and guidance to senior managers regarding privacy requirements. Co-ordinate and support compliance meetings to improve the delivery and management of information governance to ensure both Units are compliant with all related legislation and meet health and social care standards.
5. Ensure that Adult Social Care – Services continues to meet the demanding standards for accreditation to the NHS statement of compliance (IGSOC) by identifying and collating the correct evidence and ensuring that the Improvement Plan is achieved prior to completing the annual information governance toolkit assessment.
6. Provide subject matter expertise and guidance on information governance including national strategies, corporate policies and complex legislation.
7. Use initiative and analytical skills to apply existing methods and techniques with a range of different customers. Communicate and ensure understanding of required outcomes to comply with the Corporate Information Governance framework.
8. Create, recommend and implement new, more effective and efficient ways of working, identifying improvements in working practices and sharing best practice.
9. Support and lead the development of a records management process. Maintaining retention and disposal criteria, identifying areas for review and implementing changes, arranging task and finish groups, be the champion/super user for working groups, audit compliance with clear desk policies.
10. Perform regular audits, reports and statistical information to present and communicate to the Business Processes, ICT and Compliance Group, the IG Strategic Group and Adult Social Care Management Teams, with recommendations for learning and promoting best practice. Ensure learning is tracked and embedded within Adult Social Care and shared through regular updates at team meetings.
11. Undertake investigations and report on internal data protection breaches. Provide managers with the correct documentation and support to investigate within the deadlines required.
12. Manage, monitor and ensure the development of staff training to comply with access to health and social care records including collaboration with the Corporate Information Governance Team
13. Support partnership working between a range of agencies on information management and data sharing issues and taking action for Opt Out requests.
14. Manage the process for Subject Access Requests by circulating to the appropriate manager, collating and redacting information to comply with DPA and managing emergency and safeguarding access to records.
15. Undertake such other duties as may be required from time to time commensurate with the level of the post.
16. Comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

Updated: July 2024 **PERSON SPECIFICATION**

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| **ATTRIBUTES & CRITERIA** | **ESSENTIAL / DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EXPERIENCE**   1. Significant experience of managing and handling confidential personal and sensitive information in all formats 2. Experience of dealing with a range of complex / contentious issues with partners / customers on the telephone, in person and via e-mail 3. Excellent analytical and problem solving skills | Essential  Essential  Essential  Essential | Application Form Interview  References |
| **APTITUDES /ABILITIES**   * Ability to collate, analyse and effectively present information from a variety of sources, including complex information, concisely and clearly, using IT skills to communicate and produce appropriate formats for reports * Ability to work in partnership with internal and external organisations to deliver effective information management, whilst demonstrating commitment to collaborative styles of working * Ability to implement, maintain and develop effective record keeping and procedural systems * Ability to independently resolve enquiries and problems, to provide recommendations to ensure the efficient day to day customer service is delivered at a high standard | Essential  Essential  Essential  Essential | Application Form  Interview  References |
| **KNOWLEDGE**   1. In depth knowledge and understanding of Government legislation and local policies and procedures relating to information governance. | Essential  Essential | Application Form  Interview  References  (Practical Test) |
| **ATTITUDE / MOTIVATION**   1. Self-motivated, taking initiative and working with limited supervision 2. Confident approach to engaging and communicating with officers at all levels | Essential  Essential | Application Form Interview  References |