

Governance and Records Manager

Department: Infrastructure, Housing and Environment

Division: Office of the Director General

Reports to: Head of Office

JE Ref: GHE1008

Grade: CS12

JE Date: 03/09/2020

Job purpose

As the Information Governance Lead, being accountable for ensuring the department is compliant with data protection legislation and principles which underpin data sharing; also, being accountable for co-ordinating all matters in relation to the Freedom of Information (FOI) law on behalf of the department.

The role will typically be responsible for the compliance, confidentiality and security of large and complex record databases, in respect of which, failure to comply with statutory obligations would pose a significant cost and reputational risk to the Government.

Job specific outcomes

Devise, direct and implement the records and data management strategies of the department, ensuring compliance with relevant legislation and identifying trends to inform business decisions and / or improve business activity.

As the Data Protection Officer for the department, ensure compliance with the data protection law and principles/standards by developing and implementing policies and procedures for the secure and efficient management of technical and corporate records, ensuring that GHE complies with all relevant Jersey legislation and that the department is kept abreast of changes to local and UK legislation.

Be responsible for Subject Access Requests (SARs) from the department, ensuring that only the legally allowable information is released and requests are assessed for right of access and informed consent in order to comply with data protection law and principles/standard.

Be responsible for ensuring there are suitable mechanisms for access to, and disclosure of, records and that relevant management information relating to requests is maintained to allow review in the event of a complaint and ensure compliance with all standards.

Be responsible for co-ordinating all matters in relation to FOI requests ensuring compliance with legislation and the One Government approach.

Act as the point of contact to the Office of the Information Commissioner to ensure that all data uses are in accordance with the Data Protection Law.

Manage the provision of advice and guidance to staff and members of the public on issues relating to data protection and data processing, providing advice where issues of confidentiality and customer/staff information are involved to ensure ease of access, transparency and confidence in the process.

Lead on managing the department's customer feedback system, being responsible for coordinating responses and developing continuous improvements and process optimisation procedures to ensure good customer service.

Manage business systems and databases on behalf of the department, ensuring their integrity and efficient operation, addressing and resolving any operational system problems and malfunctions throughout their lifecycle, to ensure efficiency and continuity of business.

Lead on the investigation of any major data protection matters in order to expose poor practice and promote learning and ongoing awareness across the whole of the department on Information Governance in technical, advisory and scientific setting and the consequence of non-compliance.

Lead and advise on the lifecycle of data files and liaise with internal and external stakeholders and agencies in order that such records are archived in accordance with relevant policy to align with existing guidelines and legislation and ensure proper record management governance is followed at all times.

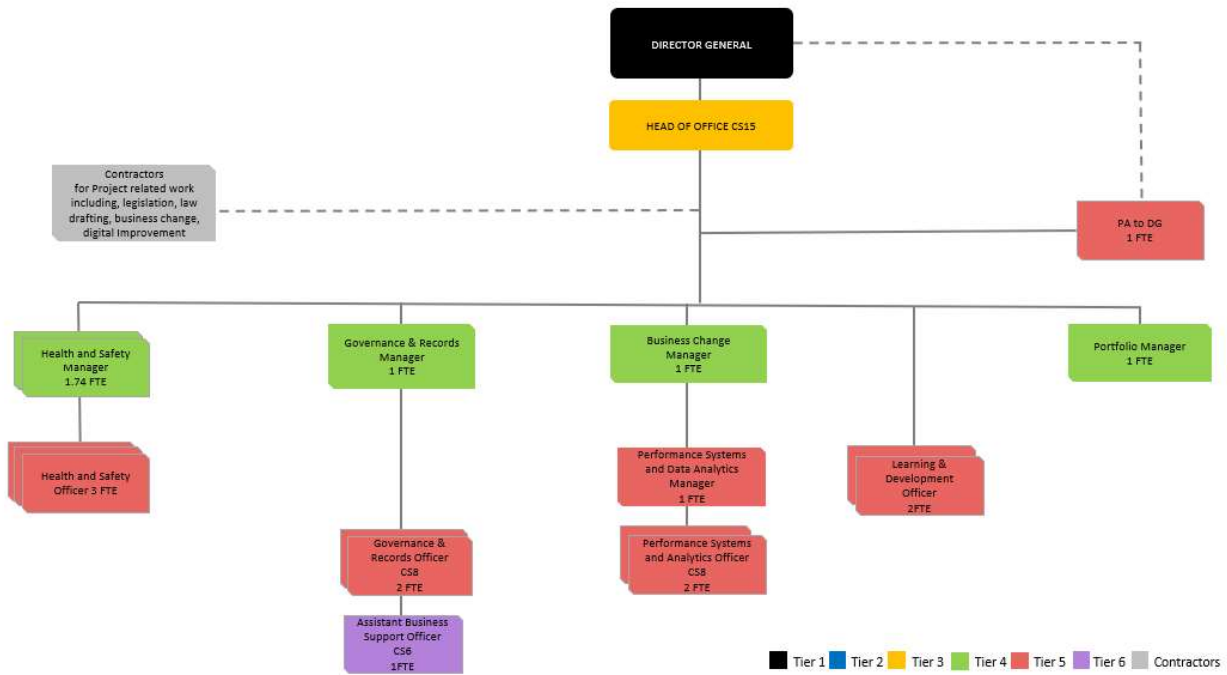
Coordinate the implementation of an ongoing learning culture enabling continuous improvements to processes and compliance related to information and records management and customer feedback.

Manage the optimal allocation of team resources to ensure work is completed timely and efficiently.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Degree level qualification or equivalent gained by substantial practical experience in Information Management Data protection certificate	Project management qualification or equivalent Level 7 qualification in Records Management, Information Management or equivalent
Knowledge	Knowledge of: Information governance, data protection legislation and FOI legislation Knowledge and understanding of legislation and policy as it relates to management information and records in the public sector Demonstrate an excellent knowledge of GDPR	Knowledge of: The activity and processes of Government Management reporting as it relates to this role The departmental priorities, key objectives, risks and issues relevant to the role
Technical / Work-based Skills	Computer literate with ability to operate the Microsoft Office package Ability to use technical business applications designed to capture, store, manipulate and analyse technical data as relevant to the specific service and industry Ability to extract, collate and interpret statistical data	
General Skills/Attributes	Problem solving, negotiation and influencing skills Confident decision-maker Ability to develop innovative approaches to service delivery	

	<p>Strong relationship building skills</p> <p>Ability to present effectively, both verbally and in writing</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation</p>	
Experience	<p>Experience of:</p> <p>Records management, ideally in a similar context to the area of the job (i.e. Waste Management, Natural Environment, Property, Performance Management)</p> <p>Business planning, risk assessment and performance management</p> <p>Managing staff and budgets</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 4 core accountabilities attributes and behaviour indicators.