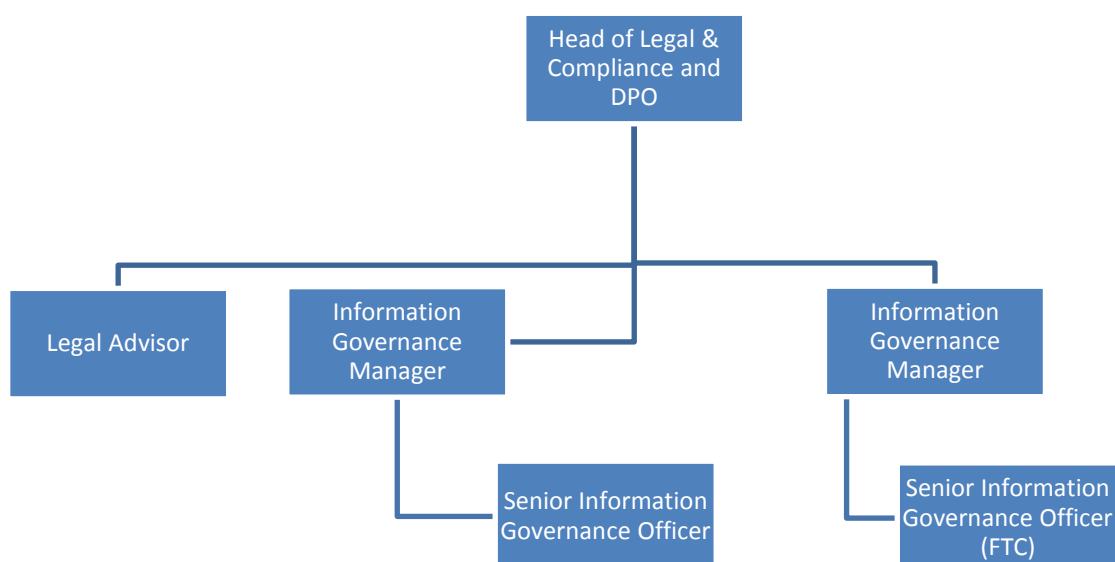


Senior Information Governance Officer

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|----------------------|--------------------------------|
| DIRECTORATE: | Corporate Services |
| SECTION: | Legal |
| REPORTING TO: | Information Governance Manager |
| CONTRACT: | Full-time permanent |

OVERALL PURPOSE OF THE JOB

To support the Information Governance Manager (IG Manager) in providing expertise and advice to ensure that Diabetes UK complies with the General Data Protection Regulation, Data Protection Act 2018 and other relevant legislation such as the e-Privacy regulations and the Freedom of Information Act. In addition, this customer facing role has responsibility for advising staff and volunteers on compliance issues, as well as conducting data handling reviews across the organisation.



WORKING RELATIONSHIPS:

| Inside Diabetes UK |
|---|
| <ul style="list-style-type: none"> • DPO • Heads of Teams • Internal staff • Volunteers |
| Outside Diabetes UK |

- External IT provider
- Third party vendors
- Individuals exercising their rights
- Service users or supporters
- Other data protection leads
- Regulatory bodies such as the Information Commissioner's Office, Direct Marketing Association and Fundraising Regulator

MAIN DUTIES AND RESPONSIBILITIES:

- Serve as a subject matter expert for information governance queries
- Assist with the implementation of the General Data Protection Regulations, future e-Privacy Regulation, payment card security processes and NHS DSP toolkit, including leading on specific projects or workstreams if required
- Develop and deliver data protection guidance and advice for staff and volunteers
- Review and development of policies related to Data Protection
- Evaluation of compliance for third party suppliers
- Support the organisation in the audit and collection of evidence for the NHS Digital IG Toolkit Assessment
- Develop a network of external contacts to support their professional learning and development
- Work closely with members of the IT and Digital teams to support and deliver processes that comply with relevant Data Protection and IT security legislation
- Support staff with lawful basis assessments and in the completion of Data Protection Impact Assessments
- Support the organisation's incident management procedures in investigating, reporting and maintaining an up to date information security incident log
- Support staff where necessary to comply with Subject Access Requests and the exercise of other individual rights and maintain a log for monitoring and reporting compliance
- Assist the IG Managers in reporting to the Information Governance Board and to the Keeping Safe, Legal & Healthy compliance risk management framework on information governance risks
- Undertake work as might be reasonably be expected by the IG Managers
- Embrace Diabetes UK volunteering activities through the involvement of volunteers in your work and through your own active participation in volunteering within Diabetes UK

PERSON SPECIFICATION:

The best person for this job will be able to:

- Demonstrate excellent knowledge of the relevant legal and statutory requirements relating to Data Protection, privacy and consent
- Manage conflicting priorities and workload
- Pro-actively identify areas of improvement to drive forward information governance improvements
- Provide practical risk-based advice to colleagues on information governance matters
- Effectively manage working relationships
- Engage and communicate clearly with users, including communicating complex concepts in simple user-friendly language
- Adapt their communication style to different audiences
- Conduct audits
- Create a positive compliance culture around information governance
- Demonstrate excellent attention to detail

The best person for this job will have experience in:

- At least 2 years working as an Information Governance Officer, or similar role, ideally within charity sector, local government or NHS organisation, with fundraising or other direct marketing experience
- Implementing the GDPR requirements
- Auditing of internal compliance against statutory and legal frameworks such as the Data Protection Act (DPA) and Privacy and Electronic Communications Regulations (PECR)
- Management of special category data
- Records management
- Development of policy and guidelines that support best practice in information governance,
- Writing reports and minutes
- Compliance monitoring and auditing
- Investigation of compliance incidents
- Fulfilment of subject access requests
- Completing regulatory assessments such as the NHS Digital IG Toolkit
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- Development and monitoring of data protection training plans

The best person for this job will be:

- Educated to degree level or equivalent in a relevant discipline
- Committed to quality through the ability to identify areas of improvement to current practices
- Able to develop positive working relationships to promote best practice.
- Able to work on own initiative with minimal supervision and to tight deadlines
- A strong confident communicator verbally and in writing who is able to influence a variety of stakeholders
- Effective at collaborating across different teams with different levels of information governance knowledge
- Keen to have an impact in everything they do
- Passionate about making a difference to people living with diabetes