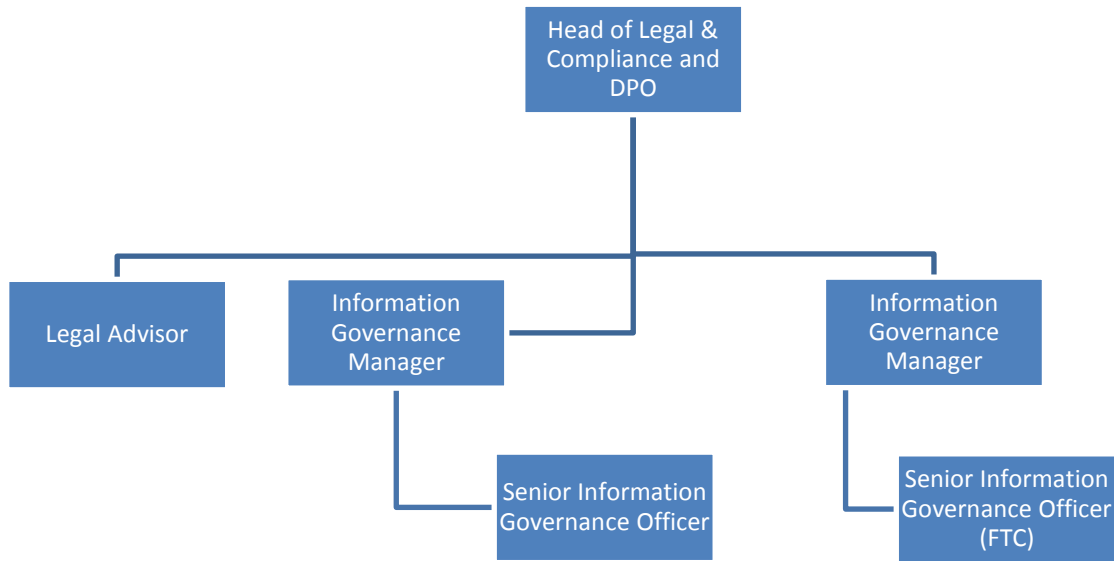


Information Governance Manager

DIRECTORATE:	Corporate Services	
SECTION:	Legal	
REPORTING TO:	Head of Legal and Compliance	
CONTRACT:	Permanent	



WORKING RELATIONSHIPS:

Inside Diabetes UK
Directors, SIRO, DPO, Heads of Teams, Internal staff, volunteers
Outside Diabetes UK
3rd party vendors and suppliers, individuals exercising their rights.

OVERALL PURPOSE OF THE JOB

To provide expert advice and recommendations ensuring Diabetes UK is operating in accordance with data protection and other relevant information governance legislation, including PCI-DSS and the NHS Data and Security Protection tool kit, while proactively supporting the charity to achieve its charitable mission. Together with the existing Information Governance Manager, the role will provide a compliance structure for information governance and ensure that personal information is dealt with legally, securely and efficiently across the organisation.

The role will have particular responsibility for records management dealing with the creation, retention, and storage of records. The role will work with the Head of IT, IT Projects and Operations Data Manager and Head of Digital to ensure a secure technical environment for personal and corporate records. The role will also have oversight of the charity's implementation of the NHS Data Security and Protection Toolkit.

The Information Governance Manager will play an active and significant role within the organisation, developing relationships and strategies (across the Corporate Services, Engagement & Fundraising, Operations, Policy Campaigns & Improvement, Research and People & Organisational Development Directorates), and ensuring all policies, procedures, new campaigns and standard operational activities align with information governance principles in a proportionate way, while actively supporting Diabetes UK's charitable mission.

MAIN DUTIES AND RESPONSIBILITIES:

- Advise on information governance legislation, including Data Protection, Privacy and Electronic Communications, Freedom of Information and Payment Card Industry compliance
- Ensure appropriate policies and consistent, secure and efficient processes are in place for all areas of information governance which support the achievement of the charity's strategic objectives
- Identify, report on and appropriately remediate information governance risks
- Positively promote a culture of Information Governance compliance across the charity
- Oversight of implementation of the NHS Data Security and Protection Tool Kit
- Manage the records management life cycle within the organisation
- Review and maintain the Information Asset register and provide training to Information Asset owners
- Ensure that information rights requests are fulfilled within the required timescales
- Perform data protection impact assessments where required to manage risk and fulfil business needs
- Assess compliance of third party suppliers
- Initiate, facilitate, and promote activities to create information security awareness throughout organisation
- Monitor and routinely audit compliance to all information security procedures and policies, and ensures consistency of internal controls across departments
- Work with the Head of IT and IT Projects and Operations Manager to implement appropriate Information Security processes
- To assist where appropriate in defining strategic business requirements and to understand complex user needs.
- Develop and deliver engaging and informative training programs to ensure adherence to agreed processes and policies.
- Embrace Diabetes UK volunteering activities through involving volunteers in your work and own participation through active volunteering within Diabetes UK.
- Undertake other work as might reasonably be required by the Head of Legal & Compliance.

PERSON SPECIFICATION:

The best person for this job will be able to:

- manage multiple priorities and work on own initiative proactively with minimal supervision.
- influence key stakeholders and communicate risk appropriately
- engage and communicate clearly with users, including communicating complex concepts in simple user-friendly language
- work well in a team
- deliver engaging and relevant training
- analyse complex situations and make pragmatic risk-adjusted judgments
- think strategically and lead by example
- deliver set tasks, objectives and strategic priorities on time
- plan and manage their time appropriately
- create a positive compliance culture around information governance

The best person for this job will have experience in:

- Significant experience at Information Governance Manager or Records management lead level within the NHS/public sector/Health Charity or other organisations dealing with health data
- the complicated regulatory and legal issues surrounding information management and compliance
- applying all relevant data protection and privacy legislation, consent principles and data governance models.
- The application of the Privacy and Electronic Communications Regulations in a direct marketing environment
- implementing the GDPR requirements
- auditing or monitoring information governance processes
- defining and reporting on information governance metrics
- identifying needs, delivering a service and developing relationships at a range of levels in an organisation.
- implementing the NHS DSP Toolkit
- understanding of ISO27001 and Cyber Essentials (ideal, but not a requirement)
- Records management
- customer data and preference management
- change management

The best person for this job will be:

- Qualified in a relevant academic field such as Degree in Information Security, Information Technology, Records Management or Law
- Qualified in Data Protection (CIPP/E or equivalent minimum, ideally CIPM or equivalent)
- a strong confident communicator verbally and in writing
- grounded and practical, able to implement resilient and future proof solutions under tight deadlines
- a self-starter and able to work on own initiative with minimal supervision
- flexible and solutions-driven
- driven to improve efficiency of systems, processes, and structures
- able to demonstrate accountability in the management of workload and projects from inception to completion
- keen to have an impact in everything they do
- passionate about making a difference to people living with diabetes