



LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
JOB DESCRIPTION

POST TITLE:	Head of Information Governance
Grade:	MGB
Department:	Corporate Services
Location:	Various offices according to the needs of the service
Responsible to:	Assistant Director (Corporate Governance)
Responsible for:	Information Governance, Local Land Charges, Complaints (4+8 FTE) tbc
Post number:	tbc
	Date: September 2010

MAIN PURPOSE

- To lead and manage Information Governance, Local Land Charges and a centralised complaints function (including member enquiries) and ensure that effective advice and support is provided on a corporate basis.
- To be a member of the Divisional Management Team and participate in the overall management of the Division.



MAIN DUTIES AND RESPONSIBILITIES

Professional

- To develop and implement an information strategy across the authority as a whole.
- Coordinate the council's Information Asset Owners and provide specialist advice and support to the Senior Information Risk Owner and Caldicott Guardian.
- To provide expert, high level advice to Members, the Director, Assistant Director, managers across the authority including committees.
- To interpret the corporate and service policies, strategies, business plans and programmes of the council, and to devise and implement measures so that the services are developed cost effectively to support these policies, strategies, business plans and programmes.
- To lead on the development and implementation of support service policies.
- To keep abreast of legal developments and ensure that these support services operate in accordance with modern good practice.
- To act as the link person to the Local Government Ombudsman, The Information Commissioner and the Surveillance Commissioner.
- To work with the council's partners to meet statutory and organisational information objectives.

Managerial

- To lead, manage and develop the teams in accordance with council policies and procedures, legislative and regulatory requirements, covering the provision of quality, cost effective, and customer-focussed services as listed above.
- To be responsible for the team budget in the region of £.3m (+complaints) per annum, and to ensure that effective financial management processes are maintained within the team.
- To manage the team ensuring that recruitment, training, development, appraisal, performance, workload allocation, supervision, quality assurance, risk and other management activities are carried out in accordance with council policy.
- To participate in intra- and inter-departmental working parties and to ensure that such groups receive appropriate contributions from the Division.
- To represent the Assistant Director, Director or council, as appropriate at external meetings..
- To undertake such other duties of a comparable nature elsewhere in the organisation as may be required to facilitate management development and service flexibility.
- Any other duties as requested by the Assistant Director or Director.

**LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
PERSON SPECIFICATION**

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Grade: MGB
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Qualifications and Experience

Professional and post specific requirements

- Experience of working in at least one of the following areas:
 - FOI/DPA
 - Corporate/social services complaints
 - Member enquiries
- Experience of project management
- Experience of policy development

Management requirements

- Experience of staff management

Skills and Knowledge

Professional and post specific requirements

- Detailed knowledge of the law, governmental guidance and best practise in relation to the management of the council's information.
- Sound knowledge of local government
- Ability to lead
- Ability to develop and deliver specialist training to members, officers and partners

Managerial and personal requirements

- Good communication skills, both orally and in writing
- Good numeracy and analytical skills
- Understanding of the role of support services and how they can contribute to the effectiveness of direct service provision
- Understanding of the principles of value for money and an ability to apply them in the management of support services
- Clear understanding of ways in which the council's policy of equality in employment and service provision can be reflected in all aspects of work of the team
- Understanding of the council's vision and mission statement and how they relate to the work of the team
- Ability to be available to attend council premises out of hours in the event of emergencies or urgent management issue.



Personal Style and Behaviour

Please refer to LB Merton's Model of Leadership Behaviours (attached).