



**LONDON BOROUGH OF MERTON**  
**CORPORATE SERVICES DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE:** Head of Information Governance

**Grade:** MGB

**DIVISION/SECTION:** Corporate Governance Division

**Location:** Various offices according to the needs of the service

**Responsible to:** Assistant Director Corporate Governance

**Responsible for:** Information Governance  
Freedom of Information

**Post number:** TBC

**Date:** September 2016

**MAIN PURPOSE**

- To be responsible for information management and governance policy and procedure across the organisation, ensuring that all relevant legislative requirements are met by the organisation.
- To act as the council's Data Protection Officer and provide expert advice and guidance on information security, quality, management and governance to all services within the organisation.
- To be accountable for ensuring that the council complies effectively and efficiently with the requirements of the Freedom of Information Act 2000.
- To be a member of the Divisional Management Team and participate in the overall management of the Division.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Professional**

- To lead on the development and implementation of a corporate information strategy that responds to the demands of the full range of services within the organisation.
- To keep abreast of legislation and modern practice in the field of information security and management and provide oversight across the organisation to ensure full compliance.
- Responsible for ensuring that the council meets its statutory requirements under the Data Protection Act (and other related legislation) in relation to information security and management.
- To raise awareness, understanding and skill across the council in relation to data management, protection and quality – through appropriate training, promotion and guidance.
- To establish and coordinate effective governance arrangements for information management that span the organisation, working directly to the Senior Information Risk Owner and Caldecott Guardian
- To effectively manage risk associated with information management, including leading on the development, maintenance and implementation of an effective incident management policy and associated procedures.
- Responsible for investigating and reporting on information breaches to the ICO, ensuring that lessons are captured and policy, procedure and protocols updated as necessary to raise the capacity of the organisation to effectively and safely manage its information.
- Responsible for the development and implementation of corporate policies, procedures and protocols for information management, in line with statutory requirements and good practice.
- To provide highly specialist advice, guidance and support to the Senior Information Risk Owner and Caldecott Guardian.
- To lead the development and maintenance of an accurate register of the council's Information Assets and Information Asset Owners.
- To provide oversight of the establishment and maintenance of effective, up to date Information Sharing Agreements across the organisation.
- To lead on open data, establishing appropriate policies, protocols and procedures and acting as an advocate for transparency across the organisation.
- To ensure an effective Records Management process is in place and adhered to, with appropriate guidance and support to the organisation.
- To influence the development of corporate strategies and plans to ensure effective information management is embedded within the organisation.
- To act as the link person to the Local Government Ombudsman, The Information Commissioner and the Surveillance Commissioner.

- To provide expert, high level advice to Members, Directors, Assistant Directors, managers across the authority including committees.

### **Managerial**

- To lead, manage and develop the Information Governance team 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 £0.2m 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.

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**PERSON SPECIFICATION**

**POST TITLE:** Head of Information Governance

**Grade:** MGB

**QUALIFICATIONS AND EXPERIENCE**

**Professional and post specific requirements**

- Experience of information policy and strategy development and implementation in a multi-functional public sector organisation
- Strong experience of working with the Data Protection Act
- Strong experience of working with the Freedom of Information Act 2000

**Management requirements**

- Experience of staff management

**SKILLS AND KNOWLEDGE**

**Professional and post specific requirements**

- Detailed and expert knowledge of the law, governmental guidance and best practice in relation to the management of the council's information.
- Understanding of local government services, funding and regulatory arrangements, governance and decision-making
- Detailed understanding of document and records management practice.
- Understanding of strategic planning in a multi-functional organisation
- Ability to develop policies to balance the needs of the council's stakeholders in the context of financial, legislative and other constraints
- Ability to lead and influence senior stakeholders
- Ability to develop and deliver specialist training to Members, officers and partners

- A good working knowledge of risk management practice and experience of applying this in a similar context.
- Highly developed investigative and analytical skills.

### **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).