

JOB DESCRIPTION

JOB TITLE:	Information Governance Officer
MANAGED BY:	Data Protection Officer and Information Governance Manager
GRADE:	8

ROLE OVERVIEW

The Information Governance Officer plays a key operational role within the West of England Mayoral Combined Authority's (the MCA) Legal and Governance Directorate, supporting the delivery of a legally compliant and effective Information Governance (IG) and Data Protection function.

The postholder works under the direction of the Data Protection Officer and Information Governance Manager (who acts as the statutory Data Protection Officer) to ensure that day-to-day information governance processes are delivered consistently, accurately and in line with legislative and organisational requirements.

The role is central to the practical operation of the MCA's IG framework, supporting compliance with UK GDPR, Data Protection Act 2018, Freedom of Information Act 2000, Environmental Information Regulations 2004, and related guidance issued by the Information Commissioner's Office (ICO).

The Information Governance Officer contributes directly to the effective functioning of the IG service through casework delivery, administrative management, monitoring activity, and coordination of information governance processes across the organisation.

The Information Governance function sits within the Legal Directorate and includes:

- Senior Information Risk Owner (SIRO) - Director of Legal Services
- Data Protection Officer and Information Governance Manager - line manager
- Information Governance Officer - this role
- A network of Information Asset Owners and Custodians across the organisation

KEY RESPONSIBILITIES

Operational Information Governance Delivery

- Support the implementation of the MCA's Information Governance Framework by delivering day-to-day operational activities in line with policies, procedures and statutory requirements.
- Maintain accurate records, logs and systems relating to information governance activity, ensuring data quality and completeness.
- Process and coordinate information rights requests, including Freedom of Information (FOI), Environmental Information Regulations (EIR), and Subject Access Requests (SARs), including collation, redaction and preparation of disclosure responses in line with statutory deadlines.
- Carry out document review and redaction of information in line with legal requirements and disclosure principles.

Data Protection Administration and Casework

- Act as a point of contact for reporting information incidents, ensuring accurate recording, initial triage, mitigating action and timely escalation
- Support Officers with Data Protection Impact Assessments (DPIAs), escalating complex or high-risk issues
- Support Information Asset Owners/Custodians to maintain registers relating to data processing activities, information assets, and data lifecycle management in line with organisational requirements.
- Maintain accurate incident and complaint logs and support the coordination of responses across the Authority.

Compliance Monitoring and Reporting

- Collate and prepare compliance data, performance information and KPIs for review
- Support and monitor compliance activity, audits and assurance processes, ensuring relevant actions are tracked and completed.
- Prepare reports for internal governance boards and senior management through accurate and timely data input.

Data Sharing and Information Management Support

- Support the preparation and review of data sharing agreements, working under the direction of the IG Manager and in liaison with Legal, IT and relevant services.
- Support Information Asset Owners/Custodians to apply records management procedures including retention scheduling, archiving and secure disposal of information in line with organisational policy.
- Support the implementation of information governance controls within systems and business processes.
- Regularly review the accuracy, integrity and maintenance of information governance records, registers and tracking systems with Information Asset Owners/Custodians.

Training and Engagement

- Support the delivery of information governance training sessions and awareness activities, including preparation of materials and coordination of attendance.
- Provide advice and guidance to colleagues on routine information governance queries, escalating complex matters to the IG Lead as appropriate.
- Promote good information governance practice across the organisation through day-to-day engagement with officers and stakeholders.

Escalation and Professional Support

- Recognise and escalate complex, high-risk or sensitive information governance issues promptly to the IG Lead, exercising appropriate judgement within defined procedures.
- Work collaboratively with colleagues across Legal, IT, HR and service areas to enable effective information governance delivery.

PERSON SPECIFICATION

ESSENTIAL

Qualifications and Knowledge

- Degree-level qualification or equivalent relevant experience
- Understanding of information governance principles and relevant legislation (UK GDPR, Data Protection Act 2018, FOI Act, EIR)

Experience

- Working in an information governance, data protection, legal administration or compliance environment
- Handling confidential or sensitive information in a professional setting
- Managing administrative processes with accuracy and attention to detail
- Dealing with public enquiries or service users in a customer-focused environment
- Working effectively as part of a team in a structured or regulated environment

Skills and Competencies

- Excellent written and verbal communication skills, with ability to communicate clearly and professionally with a range of audiences
- High level of attention to detail and accuracy in handling data and documentation
- Ability to prioritise workload and meet statutory deadlines under supervision
- Ability to follow processes, procedures and legal requirements consistently
- Team-oriented approach with willingness to support colleagues and escalate appropriately
- Commitment to confidentiality, data protection and public service values
- Strong IT skills including Microsoft Office applications (Word, Excel, Outlook)

DESIRABLE

- Experience of working in a local government or public sector environment
- Understand FOI, SAR or DPIA processes
- Interest in or working towards a qualification in data protection or information governance.