

JOB DESCRIPTION

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

BACKGROUND

The West of England Mayoral Combined Authority (MCA) is seeking to appoint an Information Governance Officer to join the Legal team.

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

Come and help shape the future of the West of England, a place so many people are proud to call home.

THE ROLE

The Information Governance team handle a wide variety of Information requests, such as Subject Access Requests under the Data Protection Act 2018 and UK GDPR, Freedom of Information requests and more. The team delivers advice, and support against legislative requirements and is responsible for dealing with personal data breaches.

The role will involve sensitive and detailed handling of information on a daily basis. Close attention and redacting of a range of documents will be regularly necessary and therefore you will need to be very focussed. You will need to give timely, clear, and effective advice to colleagues and the Legal team. This role is also responsible for assisting with the complaints procedure and co-ordinating responses to members of the public. Additionally, you will be in regular email contact with members of the public.

KEY RESPONSIBILITIES

- Assisting the Information Governance Manager in managing and maintaining the MCA's compliance with Data Protection and Freedom of Information legislation.
- Advising on matters related to data privacy legislation and having due regard for risks relating to processing operations as well as the nature, scope, context and purposes of processing.
- Assisting in the review of procedures, policies, privacy notices and contracts relating to processing of personal information.
- Assisting in the monitoring of compliance with data protection of related audits.
- Assisting in the maintenance of a register of data processing activities and data life cycles, ensuring that each is compliant with legislation.
- Assisting in the establishment, testing, and monitoring of the data breach response process.
- Maintaining a log of any data privacy related incidents together with tracking resulting actions.
- Maintaining a log of complaints received and action taken, in collaboration with the Legal and Democratic Services teams.
- Assisting in the development and delivery of training as required to ensure that Group staff members are adequately informed of group policies and obligations.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Qualified to degree level or equivalent relevant experience.
- Knowledge and understanding of local and national government legislation.
- Excellent IT skills, including Outlook, Word and Excel.

Experience

- Experience of governance work gained in a local authority environment, or experience of data protection functions in a relevant public or private sector organization.
- Experience of handling public enquiries to provide a high level of customer service.
- Experience of working in a dynamic and complex environment.

Skills and Competencies

- Excellent written and oral communication skills, with ability to communicate to different audiences including elected members, officers of a public sector organisation, and the public.
- Team-player with an enthusiastic and collaborative approach to problem solving to ensure high performance across the team.
- Able to build and maintain relationships with colleagues in partner organisations
- Focus on excellent customer service.
- Ability to deal appropriately with confidential and sensitive information

DESIRABLE

Qualifications and Knowledge

- Self-motivated and able to organise own and others' workload to meet deadlines.
- Experience with interacting with the Data Protection Act 2018 and UK GDPR, and Freedom of Information requests.

Please note this is a politically restricted post under the Local Government and Housing Act 1989

REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

We have recently moved into a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £15.17 - higher than the government minimum for over 23s, currently £11.41 per hour



It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and MCA, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.

WE ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER

We're proud to have been accredited as a founding Member of the West of England Good Employment Charter.

The [Good Employment Charter](#) is a voluntary membership and accreditation scheme aimed to create an active network of employers within the West of England that are committed to supporting the basis of 'good work'. The Good Employment Charter is defined by seven key characteristics of good employment: recruitment, secure work, Real Living Wage, developing people, health & wellbeing, flexible work and engagement & voice.

