

JOB DESCRIPTION

1. JOB TITLE:

Information Governance Lead

2. JOB PURPOSE:

- Lead and be responsible for information governance services across CHS, facilitating compliance with statutory information governance responsibilities, including the Data Protection Act (DPA), General Data Protection Regulation (GDPR), Freedom of Information (Scotland) Act (FOISA), Public Records (Scotland) Act (PRSA) and the Environmental Information (Scotland) Regulations.
- Oversee CHS' Complaints Handling Procedure, advising colleagues and volunteers on best practice complaints handling to aid compliance with the Scottish Public Services Ombudsman Act (SPSO Act).

3. ORGANISATIONAL POSITION

Immediate Line Manager: Business Manager

Peers: CHS National Team

Management Responsibilities: Information Governance Assistant and Database Administrator

4. DIMENSIONS

- As the Data Protection Officer for CHS, the post holder will be the main point of contact for data subjects, the regulator (UK Information Commissioner's Office), staff and the CHS Community on the processing of personal data. They will monitor compliance with the DPA and GDPR, advise on compliance issues, ensure records are retained of all processing activities and, following the principle of data protection by design, advise on Data Protection Impact Assessments.
- As the statutory contact for records management, as required under the PRSA, the post holder will liaise with the Keeper and National Records of Scotland, providing ongoing evidence of compliance, through the review and development of key record keeping policies and procedures, as identified in the National Convener and CHS' Records Management Plan.
- The post holder will work alongside IT colleagues to identify steps that can be

taken to ensure that information is safeguarded from unauthorised use, modification, disclosure or destruction. Additionally, they will be responsible for maintaining a robust incident management structure to ensure that information risks are appropriately identified, reported and managed.

- In line with the requirements of the SPSO Act, the post holder will be responsible for the CHS Complaints Handling Procedure and Community Concerns Procedure. They will oversee the delivery of training and advise and assist complaints and concerns investigators in appropriate handling, recording and following up of issues, as well as act as the main contact for the SPSO when investigating appeals.

5. PRINCIPAL ACCOUNTABILITIES

- Manage the IG Team within CHS - planning essential business activities and identifying key operational tasks and priorities for the team.
- Provide regular reports to the Board, Committees and Senior Management Team, identifying and advising on information governance compliance issues including recommendations to improve practice.
- Oversee the identification, assessment, reporting and management of risk in relation to all aspects of information governance within CHS, including regular review of the Information Asset Risk Register and reporting to the SIRO.
- Oversee the development and management of electronic recordkeeping databases and systems, ensuring information is maintained, accessible, accurate and up-to-date.
- Supervise the running of regular data quality audits and reports to ensure compliance with statutory information governance requirements.
- Develop and implement corporate strategy, policies and procedures to support information governance and effective use of information, in line with legal requirements.
- Develop, oversee and monitor information governance training for staff and volunteers, raise awareness of information governance responsibilities, and promote best practice.
- Coordinate and manage the organisation's response to information security vulnerabilities and incidents, including the recording, investigating and reporting of incidents and vulnerabilities as well as the implementation of policy changes following an investigation.
- Coordinate and manage responses to all statutory requests for information received by the organisation, including those under the DPA, GDPR, FOISA and Environmental Information (Scotland) Regulations.
- Inform and advise colleagues and CHS Community members of their obligations under the DPA and GDPR when processing personal data.
- Support the appropriate and secure use and sharing of personal data, implementing, monitoring, auditing and reviewing Data Processing Contracts and Information Sharing Protocols.
- Be responsible for records management activity, including the development of a Business Classification Scheme, aligned retention schedules and electronic recordkeeping within CHS systems.

- Coordinate, publicise and monitor the standards of information handling across the organisation, ensuring that staff and volunteers are fully informed of their responsibilities.
- Oversee, record and report on all complaints received by the organisation and their resolution, in line with policy and procedure. Support complaints investigators when handling complaints and concerns from initial receipt through to closure and the following up of learning outcomes.

6. QUALIFICATIONS, TRAINING, EXPERIENCE, KNOWLEDGE AND SKILLS

- Educated to degree level in a relevant discipline.
- Knowledge of information governance principles and practice and a sound understanding of current information governance issues and best practice.
- Experience of designing, developing and maintaining information management systems.
- Excellent written and oral communication skills, including the ability to explain specialist issues simply to non-specialist staff at a variety of levels and to draft clear and concise written reports.
- Excellent time management skills combined with the ability to work on own initiative and exercise own judgment with discretion.
- Ability to work under pressure and to manage priorities appropriately.
- Excellent planning and project management skills and ability to work to specified timescales.
- Experience of writing policies, procedures and guidance for practice use
- Experience of working with and influencing stakeholders and partners.
- The ability to foster good working relationships with a range of colleagues both internally and externally.
- Proven analytical and problem solving skills.
- Excellent all-round IT skills, including familiarity with the Microsoft.
- Evidence of on-going professional development.
- The ability to communicate complex information for a range of audiences, both written reports and through presentations and in meetings.
- Understanding of the Children's Hearings system.

7. COMMUNICATIONS

Internal:

- All CHS Staff, the Board and Committees.
- Panel and AST members
- The Children's Hearings Scotland Training Unit.

External:

- UK Information Commissioner's Office (ICO)
- The Scottish Public Service Ombudsman (SPSO)
- Office of the Scottish Information Commissioner (OSIC)
- National Records of Scotland (NRS)

- Scottish Children's Reporters Administration (SCRA)
- Local authorities
- Scottish Government Sponsor Team
- Relevant third sector organisations
- The National Safeguarder Panel
- The Scottish Legal Aid Board

8. PRINCIPAL CHALLENGE

To advise and assist colleagues and CHS Community members in achieving best practice in information governance and complaints handling, as well as supporting the organisation in meeting its statutory IG obligations, in particular those outlined in the DPA, GDPR, FOISA, PRSA and SPSO Act.