

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Data Governance Officer

Information Governance, Legal and Democratic Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

The Data Governance Officer is a member of the Data Protection team within the Information Governance Service (IG). The main duties of the role are to ensure the council meets its statutory duty to comply with data protection legislation including the UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018 (DPA2018) and all associated guidance issued by the Information Commissioners Office.

The IG Service mantra is: Promoting Transparency and Upholding Data Rights. This role is key to helping IG deliver this and the Council's TRHIVE organisational values and behaviours.

Accountable to:

This role is accountable to the Data Governance Manager and Deputy Data Protection Officer. The role sits within Information Governance as part of the wider Legal and Democratic Services department in the Corporate Services Directorate at West Northamptonshire Council.

Responsibilities:

1. Log, collate and respond to all Subject Access Requests (SAR's) and other UK GDPR rights requests and Police, DWP, Home Office and other agencies as stated in the Data Protection Act 2018 Schedules 1 & 2 (data protection exemption requests) using the corporate request case management system.
2. Assist with reviews to data sharing agreements, Data Protection Impact Assessments, Service Privacy Notices and recording on the case management system or the Information Sharing Gateway as appropriate.
 - a. Provide data protection advice to all staff and specifically to project implementation teams and procurement during the tender process and contract sign-off (including DPIA's) to support the development, implementation, efficiencies and ongoing compliance with UK GDPR. This will involve supporting the development and maintenance of systems, policies, procedures and guidance, communications and internal networks.
3. Support the review Data Protection data content on the website with a view to simplifying/consolidating and assisting with the maintenance and publication of additional documents and data to the web.
4. Support the creation and delivery of internal UK GDPR training, workshops, drop-in sessions, team meeting updates and other briefings and record attendance, FAQ's and specific follow up advice and guidance. Develop and deliver data protection core monthly topical messages on issues that may need promotion locally/corporately such as common data breach mitigation and good practice.
5. Help undertake data audits with the DPO to ensure compliance with legislation, improve/reengineer processes, share best practice and maintain a record of outcomes.
6. Support the Data Protection Officer, Data Governance Manager, SIRO and Monitoring Officer with data incident and cyber security investigations and reporting. Assist implementing learning from breaches throughout the organisation through training, briefings and corporate messages.
7. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.

8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I
Be self-motivated and a flexible attitude and focussed on the delivery of services to customers	Essential	A, I
Ability to prepare documented procedures in relation to UK GDPR and the application of the legislation.	Essential	A, I
Structure oral and written advice to disseminate complex legislative requirements simply and succinctly.	Essential	A, I
Planning and delivery to deadlines while managing own workload and conflicting priorities	Desirable	A, I
Ability to communicate with all levels of the organisation and members of the public.	Desirable	

Knowledge:	Essential / Desirable	Measured by
Good working knowledge of data protection and related legislation and ICO guidance, including the appropriate use of exemptions and exceptions.	Essential	A, I
Ability to analyse and understand complex legislative requirements and provide clear compliance advice to staff and members.	Essential	A, I
Knowledge of using case management systems.	Desirable	A, I
General understanding of Freedom of Information and the Environmental Information Regulations and experience of records management	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Demonstrable experience of responding to data rights requests and processing these in an efficient and effective manner.	Essential	A, I
Practical experience of collating information and working within prescribed timescales.	Essential	A, I
A detailed understanding of the services and functions provided by a large and complex public sector organisation.	Desirable	A, I
Demonstrable experience of implementing quality management into working practices to ensure high quality output and minimisation of errors.	Desirable	A, I
Demonstrable experience of managing and responding to service complaints.	Desirable	A, I
Capacity to work under pressure to break down and systematise complex dynamic working environments within statutory timescales.		

Education, training and work qualifications:	Essential / Desirable	Measured by
Strong IT literacy to European Driving Licence or equivalent experience incorporating document management systems as well as Microsoft office, Teams and Outlook.	Essential	A, I, D
Demonstrable experience of continued professional development in relation to data protection legislation.	Desirable	A, I
English and Maths at GCSE or equivalent.	Essential	A, I
General Education to A Level standard or equivalent.	Desirable	A, I, D
Previous experience managing or processing statutory requests.	Desirable	A, I
Experience using a case management system.	Desirable	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Successful candidates will need to successfully complete a Standard Disclosure and Barring Service check to be able to undertake the role.

Day-to-day in the role:

Hours:	37	Primary work base:	Northampton
Job family band:	Professional Support	Worker type:	Part-flexible
Salary range:	£29,060 - £30,712	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

The post holder is expected to work both at home and at Council Offices within West Northamptonshire (Northampton, Towcester) as required by the Data Governance Manager and Data Protection Officer.

The post holder will need to be able to use Microsoft Teams, to attend both online meetings, staff discussions and chats, and work face-to-face.

There will be occasions when the post holder is required to attend team and council meetings.

Flexible hours are available subject to prior agreement with their manager.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

