HR reference only: A3746

Your Homes Newcastle

Job Title: **Information Governance Officer**
Grade: **Y5a**
Reports To: **Governance and Implementation Manager**
Number of Reports: **N/A**

Key job element:

- Assist the Governance, Standards and Implementation Manager (Manager) in the planning, organisation and delivery of work to ensure the information governance function is managed efficiently and effectively
- Contribute to developing policies and procedures
- Raise awareness of the importance of information governance and the development and delivery of governance related training
- Contribute to the investigation and reporting of incidents and complaints relating to information governance breaches to resolve issues. Working with colleagues in YHN and Newcastle City Council to resolve issues
- Undertake data protection impact assessments
- Work with the Manager and relevant departments to develop and implement appropriate recommendations and resolutions
- Maintain and develop a central register of governance information to include but not limited to; information asset register, contracts register, information sharing agreements.
- Administer information requests in line with Data Protection Act (DPA) guidance to include but not limited to, Subject Rights Requests (SRR) and Freedom of Information (FOI), preparing responses and maintaining records ensuring compliance with statutory requirements
- Provide general advice relating to information governance, escalating complex enquiries to the Manager
- Provide performance/compliance reports as and when requested, highlighting trends and gaps
- Provide detailed information on breaches and information governance management practice to the Manager and the Data Protection Officer when requested
- Keep up to date with information governance legislation and best practice, ensuring knowledge is shared across the organisation
- Co-ordinate and provide administrative support for governance steering groups and other related meetings

Person Specification:
This area focuses on skills/ knowledge required in the role.

Essential Criteria

- Experience in an Information Governance/Compliance role
- Have demonstrable knowledge and understanding of Data Protection legislation, including knowledge of GDPR and applying the principles, e.g. experience of writing policies, and guidance for practical use, promoting new processes and managing change implementation.
- Experience of designing, developing and maintaining information management systems and delivering action plans
- Demonstrate excellent organisational skills, attention to detail and the ability to work on own initiative

HR reference only: A3746

- Demonstrate inter-personal skills to work collaboratively with internal and external Stakeholders
- Demonstrate analytical and problem-solving skills
- Demonstrate a good working knowledge of IT systems, collating and analysing data

Desirable Criteria

- Demonstrable commitment to customer service (internal and external) in all activities
- Experience of administering statutory responses
- Experience of process mapping and impact assessments
- Appreciation of social housing, public sector environment
- Experience of delivering presentations and training

- **All employees are expected to be flexible within the scope of the role**

Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.
*Our values are Be **R**eady, Be **A**mazing, Be **R**evolutionary, Be **E**nergetic.*
*It is no coincidence that our values spell out the word **RARE.** We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:
This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

HR reference only: A3746

Be amazing – we'll exceed expectations
This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold
This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".

The behaviours we expect are**:**

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count
This value is about "vitality, being interested, keen, inspirational and motivated"

The behaviours we expect are**:**

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to "bounce back"
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude