

Role Profile

Information Governance Officer

Directorate - Enabling – Data Performance and Insight

Swindon Borough Council

Role Profile: Information Governance Officer	**Role Profile Number:** SBC_11382
Directorate: Enabling – Data Performance and Insight	**Reporting to:** Head of Data, Performance and Insight
Grade: CFL 7	**Date Prepared**: 18/11/2026

Our Values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.
We HEAR – each other and the people we serve
We CARE – about our colleagues, our residents and our community
We ACT – with integrity, accountability and purpose
We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Job Purpose:

1. The Information Governance Officer is responsible for helping the Council meet its obligations with regards data protection law, including the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the Freedom of Information Act.
2. The role supports the Statutory Data Protection Officer in developing, implementing, embedding and enforcing information governance polices and processes.
3. The post holder will work closely with all Council functions, providing advice, support and guidance to help ensure organisational compliance with all information governance and management related legislation and regulatory standards.
4. Under the guidance of the Statutory Data Protection Officer and the Caldicott Guardian, the post holder is expected to play a full part in the Information Governance process. This includes promoting information risk awareness and a culture of openness throughout the Council so that robust information governance becomes an integral part of daily work.

Key responsibilities and accountabilities:

1. Maintain the Council's Information Asset Register (Article 30 Record of Processing Activity) and provide training and advice to Information Asset Owners on their responsibilities in relation to this.
2. Support Information Asset Owners to create and maintain data flow maps.
3. To lead the incident reporting process for information governance related incidents. The post holder will investigate incidents, help Information Asset Owners determine root causes of incidents occurring and advise on improvements required to prevent breaches occurring in the future.
4. Assist other services with Information Governance related investigations, for example HR.
5. Prepare management information on data incidents and breaches for the Statutory Data Protection Officer, including number, types of incidents and trends.
6. To lead the Data Protection Impact Assessment (DPIA) process, providing support and advice to Information Asset Owners and service areas in completing DPIAs.
7. To lead in ensuring Information Asset Owners and service areas create, update and maintain Privacy Notices by providing support and advice to them when undertaking new processing activities.
8. Provide advice and guidance to other staff in relation to interpretation of complex Information Governance policies, regulations and processes.
9. To share responsibility for actioning requests for disclosure of information, for example Subject Access Requests and Freedom of Information requests with other Information Governance staff.
10. Contribute where appropriate to the development and maintenance of Data Protection, Freedom of Information, Caldicott, IT Security and Information Governance Strategies and Policies.
11. Contribute to the completion of the Council's Public Services Network Code of Compliance submission and NHS Data and security Protection Toolkit.
12. Contribute to the development and review of Information Governance training materials and programmes, and to assist with the delivery of such programmes.

13. To assist the Statutory Data Protection Officer with all requirements in relation to Data Protection, Freedom of Information, RIPA and the Surveillance Camera Commissioner.
14. To deputise on appropriate aspects of Information Governance in the absence of the Statutory Data Protection Officer, commensurate with the grade for the role.

Managerial

- N/A

Professional.

- The post holder will report to the Statutory Data Protection Officer for line management
- The post holder will need to build positive relationships with Members, Officers, Partners and Internal and external customers.
- Providing subject matter expertise across the whole of the Council
- Influencing management, elected members and partner stakeholders to ensure a compliant approach to data protection is adopted and maintained in respect of all Council information assets

Decision Making

- The post holder will be required to risk assess information incidents and requests.
- Determine how a request for information should best be answered in accordance with the DP and FOI legislation.
- The post holder will need to make decisions on working practices and procedures for themselves and others across the organisation.

Creativity and Innovation

- Ability to analyse and interpret complex requests for information and support and respond quickly to requests from services areas, other organisations and the public.
- The post holder will be looked to for innovative solutions and implementation of established solutions in the Information Governance arena; sometimes implementing national best practice and at other times developing solutions for Swindon.
- Assist in the promotion and development of DP and FOI awareness through corporate training and training overviews delivered at team meetings.

Job Scope **Number and types of jobs managed** • None **Typical tasks supervised/allocated to others** • The role will involve delegating and sharing work with the Access to Information Officer, as well as mentoring this officer to develop in areas of Information Governance as required.	**Budget Holder** **Responsibility** **Asset Responsibility**:	No IG Team of 2 officers, plus a corporate network of IG representatives, leads and champions. Any IG-related contracts including Information Archives management contract The officer will advise others on protection and proper handling of information assets of unquantifiable value, but which the organisation relies on to carry out statutory services. Personal data losses subject to monetary penalties of up to £8M and limitless data subject compensation claims.

PERSON SPECIFICATION

Qualifications:	**Essential or Desirable**
• Educated to degree level (or equivalent experience)	E
• A recognised data protection qualification.	D
Knowledge and Experience:	

• Experience of working in an Information Governance related role, for example experience in managing data incidents and breaches or providing support to services to complete Data Protection Impact Assessments.	E
• Detailed knowledge of main issues and influences affecting the services allocated to this post.	E
• Evidence of knowledge and understanding of current Information Governance, Data Protection law, practice and guidance	E

• Comprehensive knowledge of the principles and practice of:
  • Excellent, positive customer service
  • communication collaboration with others
  • Ability to develop and maintain positive relationships
  • Continual improvement using an evidence- based approach
	E

• Experience in dealing with complex and confidential issues.	E
• Operational knowledge of public sector organisations (preferably local government) and their rules and procedures.	E
• Knowledge and understanding of risk assessment processes and of developing effective strategies for mitigating key risks.	E
• Experienced ICT use.	E
Aptitudes, Skills and Competencies:	
• Ability to identify, understand and clearly explain principles of data protection and in-formation governance legislation. • Ability to influence senior and other staff. • Excellent organisation skills and able to work under pressure and deliver to tight timescales. • Ability to communicate clearly with both technical and non-technical stakeholders. • Excellent record keeping skills. • Ability to deal with sensitive and sometimes distressing information in connection with the role.	E E E E E E

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and

activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.