

JOB DESCRIPTION

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| Job Title | Data Governance Co-ordinator |
| Position Number(s) | TBC |
| Department | Business Support |
| Section or Service | Data Governance |
| Salary | £31,200 to £42,200 |
| Hours | 36 hours per week – Monday to Friday |

DESIGNATION:

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| Responsible to: | Head of Business Support |
| Employees directly supervised (if applicable): | N/A |

1. JOB PURPOSE:

- To ensure that Housing Management complies with all Data Protection legislation, including the General Data Protection Regulation (GDPR)
- To act as Housing Management's Subject Matter Expert on Data Protection, GDPR, the Freedom of Information (FOI) Act 2000 and the Environmental Information Regulations 2004
- To act as Housing Management's point of contact for the Royal Borough of Kensington & Chelsea's (RBKC) Information Management Team, Westminster City Council partners and the Data Protection Officer in relation to Data Protection, Subject Access (SAR) and Freedom of Information (FOI) requests
- To act as Housing Management's point of contact for Police and Public Inquiry requests for information, ensuring these are complied with accurately, fully and in a timely manner in line with the agreed Memorandum of Understanding between the Kensington and Chelsea Tenant Management Organisation (KCTMO) and RBKC
- To act as the lead for data management practices and compliance within the Housing Management, working closely with the relevant teams

2. DESCRIPTION OF DUTIES:

- Continuously monitor the gaps between existing systems and processes and the latest Data Protection legislation and best practice. Lead on the implementation of the solutions agreed to address any gaps, keeping the remediation plans under constant review
 - Lead on/support the development of systems, policies, procedures and general guidance on data management by Housing Management
 - Develop, implement and maintain a Housing Management data governance framework, including risk-based systems of control, effective record keeping and information systems
 - Oversee that requests for information on behalf of Housing Management i.e. from Data Subjects, the Police, the Public Inquiry, the Data Protection Officer and Information Commissioner's Office (ICO), ensuring they are processed within the specified timescales and accurate records are maintained
 - Maintain a register of all personal information processing activities within Housing Management (Information Asset Register), including 3rd parties working on its behalf, to include the types of records kept, how the information is stored and the record keeping systems in use
 - Maintain a register of all Data Protection incidents within Housing Management, any remedial recommendations and actions required as a result and monitor the Action Plan to ensure implementation and mitigation of risks
 - Work with the relevant service areas to ensure that Data Protection impact assessments are completed at the right stage of all project initialisations i.e. when considering a major system or policy/process change
 - Provide comprehensive reports on Data Protection compliance, training and awareness as required i.e. the Housing Management Team (HMT), the Housing & Property Scrutiny Committee
 - Provide support to Housing Management colleagues by co-ordinating and managing responses to Freedom of Information (FOI) requests, Subject Access requests (SAR) and any requests for personal information under the Data Protection Act/GDPR
 - Advise HMT and Housing Management of changes in Data Protection legislation and regulatory requirements, and work with the Policy Officers to ensure the policies and procedures are regularly kept under review and updated to reflect changes
 - Service/support Housing Management's Data Group to ensure ongoing oversight of all privacy requirements
- Work with the Data Quality & Performance Officers to develop exemplar data management

protocols for all officers, along with implementation and training plans, monitoring compliance and reporting as necessary

- Act as Housing Management's point of contact for RBKC's Information Management Team, Westminster City Council partners and the Data Protection Officer. This includes co-ordinating information that may be required by the Information Commissioner's Office (ICO) in the course of any investigation or enforcement action
- Liaise with RBKC's Internal Audit Team to ensure that personal data processing is regularly reviewed within the audit programme
- Provide general advice and support to Housing Management's officers to raise awareness and understanding of their responsibilities in relation to Data Protection and associated legislation
- Maintain up to date knowledge of developments in Data Protection issues, information management and related legislation
- Ensure written information is available to customers on their rights in relation to Data Protection and how Housing Management handles their personal data

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

I agree to the above job description

Post Holder.....

Date.....

Head of Service.....

Date.....

SELECTION CRITERIA/PERSON SPECIFICATION

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| Job Title: | Data Governance Co-ordinator |
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

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| A | Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace. |
| B | Essential qualifications/knowledge and experience: <ul style="list-style-type: none"> Detailed knowledge of Data Protection legislation, including the EU General Data Protection Regulation (GDPR), the Freedom of Information (FOI) Act 2000 and the Environmental Information Regulations 2004, including official guidance relating to the processing of personal data and data/information management techniques An appropriate qualification or relevant experience of working within a similar role within the public sector, including experience of managing data incidents and breaches Ability to demonstrate technical knowledge and awareness of current data management requirements Able to make sound judgements and manage risks linked to data privacy Ability to communicate effectively with internal/external people at all levels, with excellent written communication skills Strong analytical skills |

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| | <ul style="list-style-type: none"> • Ability to work independently with strong influencing skills • Confidently able to provide advice to officers at all levels across the Housing Management • Able to maintain a high level of confidentiality and discretion, and deal with information requests with tact and understanding • Excellent written communication skills, including report writing • Proficient in MS packages e.g. Word, Excel, Outlook, PowerPoint and SharePoint |
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| OUR VALUES | BEHAVIOURS | HOW RESIDENTS WILL FEEL |
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| PUTTING COMMUNITIES FIRST We put local people at the heart of decision making in everything we do. We seek to include and involve: all voices matter. We provide quality services that are responsive, effective and efficient | <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work • I will reflect the views of the communities in my daily work • I will improve the service I provide through seeking feedback from others | <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input |
| RESPECT We listen to everyone and value the personal experiences of people in our communities and of each other We adopt a fair, and involving approach regardless of any way in which an individual is different to us | <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves • I communicate in a way that is respectful, encourages involvement and meets people's needs | <ul style="list-style-type: none"> • I feel my culture and background are respected • I have confidence that action is being taken • I feel I am treated fairly |
| INTEGRITY We act with openness, honesty, compassion, responsibility and humility. We let people know what we are doing and communicate why and how decisions have been made. | <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others • I am honest and transparent about the decisions I take • I follow through on the actions I say I will take and take ownership for communicating the outcome | <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me • I feel my perspective is listened to and understood • I feel my views are valued |
| WORKING TOGETHER We work together and in partnership with everyone that has an impact on the lives of our residents. We want to understand, learn from each other and continually adapt | <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve • I seek out opportunities to learn from my colleagues and build on good practice | <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments • I find it easy to access the services that I need • I feel the Council is open to new ideas |