

Job Description

Information Assurance Officer

Salary:	Grade 7
Contract:	Full time, ongoing
Location:	Canterbury Campus
Responsible to:	Head of Data Protection
Job family:	Administrative, professional and managerial

Job purpose

The Information Assurance Officer will play a key role in ensuring that University policies and procedures comply with UK GDPR, EU GDPR (where applicable), the Data Protection Act 2018 (DPA), Freedom of Information Act 2000 (FOIA) and Environmental Information Regulations 2004 (EIR) in order to minimise the risks of regulatory or legal exposure.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

Manage all requests for data under UK GDPR/DPA/FOIA/EIR, and ensure systems are in place to enable prompt and timely responses in line with legal requirements.

Example duties:

- Monitor and manage data subject access and other information rights requests made under the UK GDPR/DPA and information requests under the FOIA/EIR, liaising as required with colleagues throughout the University including senior managers and where necessary, the University's legal advisers and also police requests/liaison with law enforcement agencies
- Ensure that appropriate processes, policies, procedures and communications protocols are developed in order to respond promptly to requests for information and identify/manage any risk to the University through the provision of information.
- Deal with actual or alleged breaches of data protection policy and implement remedial action where required.
- Develop and maintain the University's Records Management, Data Protection/Freedom of Information website and SharePoint pages.

Maintain an up to date knowledge of the codes of practice, guidance and case law in respect of legislation overseen by the Information Commissioner's Office (ICO) in order to ensure all the activities of the role are compliant and based on best practice

Example Duties :

- Research and monitor policy statements, information sources and external groups, to ensure the University has the most up to date information regarding records management, and UK GDPR/DPA/FOIA/EIR.
- Monitor, research and assess relevant developments nationally and internationally, recommending changes and improvements to existing policy and practice, and to enhance the services provided and ensure on-going compliance

- Develop a highly specialized, thorough and complex knowledge of the legislation, through extensive research involving review of formal documentation, consultation with external bodies advisory groups and professional networks (e.g. ICO, JISC)

Provide advice and guidance to University staff at all levels in respect of their responsibilities under UK (or EU) GDPR/DPA/FOIA/EIR and related areas to enable them to comply with information legislation

Example Duties :

- Brief University managers on required changes in policies and procedures; and how these may impact on the business of the University
- Provide advice, support and guidance to staff at all levels on matters relating records management and information compliance, and work with them to ensure that appropriate systems and processes are in place.
- Be a primary University point of contact for advice on UK GDPR/DPA/FOIA/EIR issues, good practice and procedure ensuring compliance with our DP Registration and Publication Scheme.
- Work actively with relevant University sections and collaborative partners to ensure compliance, and share best practice

Have a detailed knowledge of how the University is complying with its responsibilities under UK GDPR/DPA/FOIA/EIR in order to identify and mitigate information risks. This includes monitoring University-wide documentation.

Example Duties :

- Maintain University wide documentation relating to University compliance with Information legislation.
- Ensure that appropriate University documents and statements related to UK GDPR/DPA/FOIA and University policy are available on the University's web pages and other modes of communication.
- Take responsibility for annual notifications to the ICO under the UK GDPR/DPA and for maintaining and reviewing publication scheme required under the FOIA.
- Compile appropriate data on compliance and authoring relevant management information reports, both for senior managers and external agencies.

Communicate effectively with a range of University staff with information, guidance and training; develop excellent working relationships with the ICO and other staff working in this area, and act as a University link to the HE sector in order to share good practice and information.

Example Duties :

- Develop and maintain good relationships with the ICO and colleagues in other HEIs in order to build a network of contacts for support and guidance, and for sharing knowledge and expertise.
- Assist leading on and providing appropriate training and development initiatives for University staff related to developments for information compliance.
- Develop and deliver training materials for staff with Records Management responsibilities including the promotion of the e-learning module to all staff and monitoring uptake; ensuring that all new staff complete it.
- Develop and maintain a wide network of staff known as 'Information Custodians', providing them with advice and support to improve their knowledge and understanding of data protection compliance and share best practice with their departments.
- Represent the University at external events and ensuring that their own training is up to date.
- Support and assist staff in departments to understand the requirements of the Information Asset Register.

Implement the Records Management Policy to help the University improve its compliance with information legislation.

Example Duties :

- Lead and continue the development and implementation of the University-wide Records Management policy to ensure the delivery of an effective, efficient and high quality service to users that is aligned with the relevant legislation.

Internal & external relationships

Internal: Ongoing, formal and informal liaison with staff at all levels across the institution on all matters concerning information compliance.

External: Ongoing formal and informal liaison with the ICO, advisory groups, legal representatives, external bodies, the media and colleagues at other HEIs.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Pressure to meet important deadlines such as might be inherent in high profile projects.

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- BA Honours degree or professional equivalent (A)
- An understanding of the data protection & Freedom of Information legal frameworks including records management (A,I)
- Experience of managing and responding to information requests e.g. FOI requests and/or SAR (A,I)
- Able to work independently and act on own initiative on policy and operational matters (I)
- Excellent inter-personal, training and presentation skills. Ability to present complex information in a clear manner to internal university groups and committees (I,T)
- Excellent written skills. Ability to write reports and other documents in a clear and concise manner with good attention to detail and accuracy (A,I)
- Ability to work methodically under pressure, prioritise workloads, set and meet deadlines (I)
- Ability and motivation to acquire legal and technical expertise using excellent research and analytical skills (A,I)
- Experience of handling personal and confidential information (A,I)
- Strong IT skills e.g. Excel and website maintenance (A,I)
- Commitment to the delivery of a high quality service (I)
- Willingness to undertake further training and attend external courses when required (I)
- Enthusiastic and self-motivated with a positive attitude (I)

- A good team worker who is able to form good working relationships with staff at all levels (I)
Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- Professional Qualification in a relevant area (A)
- Experience of risk assessments (I)
- Experience of developing and implementing new policies/procedures in a complex organisation (A,I)
- Experience of dealing with enquiries from people outside the University context and being capable of creating an excellent impression of the University (I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage