

## Information Governance Manager

---

**Department:** Cabinet Office

**Division:** Central Information Governance Office

**Reports to:** Head of Information Governance

**JE Ref:** CB1056.1

**Grade:** CS11 - CS12

**JE Date:** 04/06/2025

### Job purpose

The Information Governance Manager role is a link grade of 11 and 12. Post Holders who are newly appointed would normally be a Grade 11. To reach Grade 12, post holders will need to demonstrate an expert knowledge of the legislation and the skills to impart and apply that knowledge on a practical level, as demonstrated through a progression panel.

Responsible for managing and delivering all matters in relation to the Freedom of Information (FOI) and Data Protection Law (DP) and Public Records Law (PRL).

The role, working closely with Heads and Directors, will manage the compliance, confidentiality and security of large and complex record databases, in respect of which, failure to comply with statutory obligations would pose a significant cost and reputational risk to the Government.

### Job specific outcomes

In line with the Government of Jersey Privacy, Public Records and Freedom of Information Framework, implement the records and data management strategies of the department, ensuring compliance with relevant legislation and identifying trends to inform business decisions and / or improve business activity.

As the Central Information Governance Manager, ensure compliance with DP and principles/standards by implementing the process agreed by the Government of Jersey Privacy Framework.

Be responsible for all data subject rights to be processed by departments, including Subject Access Requests (SARs) from departments, ensuring that only the legally allowable information is released, and requests are assessed for right of access and informed consent in order to comply with the DP and principles/standard.

Be responsible for ensuring there are suitable mechanisms for access to, and disclosure of, records and that relevant management information relating to requests is maintained to allow review in the event of a complaint and ensure compliance with all standards.

Be responsible for coordinating and responding to all matters in relation to FOI requests ensuring compliance with legislation.

Act as the point of contact to the Office of the Information Commissioner to ensure that all data uses are in accordance with the DP & FOI Law.

Manage the provision of advice and guidance to staff and members of the public on issues relating to DP and FOI, providing advice where issues of confidentiality and customer/staff information are involved to ensure ease of access, transparency and confidence in the process.

Support on business systems and databases on behalf of the department, ensuring their integrity and efficient operation, addressing and resolving any operational system problems and malfunctions throughout their lifecycle, to ensure efficiency and continuity of business.

Lead on the investigation of any major Data Protection matters in order to expose poor practice and promote learning and ongoing awareness across the whole of the department on Information Governance in technical, advisory and scientific setting and the consequence of non-compliance.

Lead and advise on the lifecycle of data files and liaise with internal and external stakeholders and agencies in order that such records are archived in accordance with relevant policy to align with existing guidelines and PRL legislation .

Coordinate the implementation of an ongoing learning culture enabling continuous improvements to processes and compliance related to information and records management and customer feedback. Fulfil the role of the customer feedback manager within the department.

Manage workload to ensure requests are completed timely and efficiently in order to provide excellent customer service.

Act as a role model at all times. Work collaboratively on all matters that impact on the Central team in order to deliver a learning culture focused upon improvement and high performance.

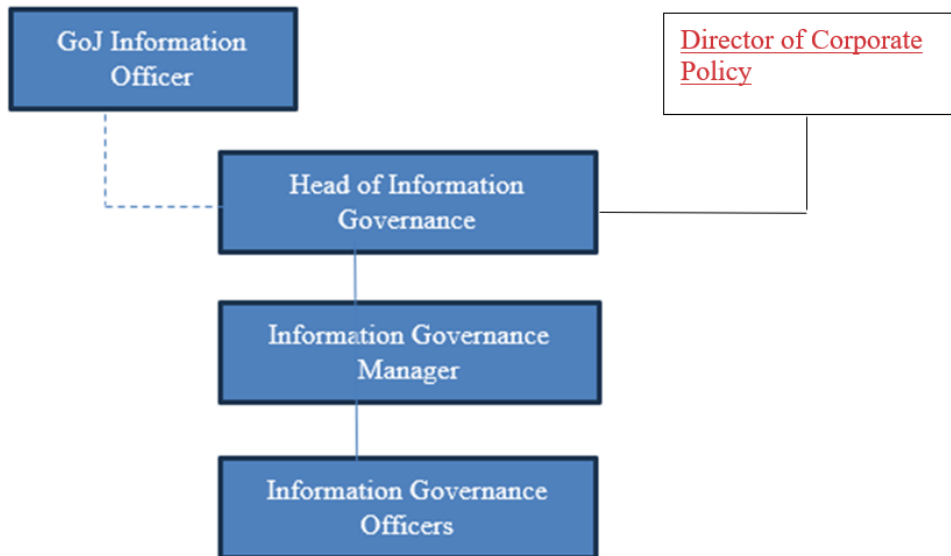
---

### **Statutory responsibilities**

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable or publicly supporting someone who is standing for election or playing a public part in any political manner.

## Organisation chart



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Practitioner Certificate in Data Protection or a Practitioner Certificate in Records Management or CIPP/E (Certified Information Privacy Professional/Europe)</p> <p>Degree level qualification or equivalent gained by substantial practical experience in Information Management or Data Protection.</p>	<p>Project management qualification or equivalent</p> <p>Level 7 qualification in Records Management, Information Management or equivalent</p>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge of:</p> <p>Information governance, data protection legislation and FOI legislation</p> <p>Knowledge and understanding of legislation and policy as it relates to management information and records in the public sector</p> <p>Demonstrate an excellent knowledge of Data Protection Law.</p>	<p>Knowledge of:</p> <p>The activity and processes of Government</p> <p>Management reporting as it relates to this role</p> <p>The departmental priorities, key objectives, risks and issues relevant to the role</p>
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>In-depth knowledge of local data protection legislation</p> <p>Computer literate with ability to operate the Microsoft Office package (including Sharepoint, Teams)</p> <p>Ability to use technical business applications designed to capture, store, manipulate and analyse technical data as relevant to the specific service and industry</p> <p>Ability to extract, collate and interpret statistical data</p>	<p>Ability to use Microsoft PowerBI and Automate to benefit productivity in this role</p>
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics</i></p>	<p>Problem solving, negotiation and influencing skills</p> <p>Confident decision-maker</p>	

<p><i>required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to develop innovative approaches to service delivery</p> <p>Strong relationship building skills</p> <p>Ability to present effectively, both verbally and in writing</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation and publication</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of:</p> <p>Public Records Law, ideally in the public sector</p> <p>Business planning, risk assessment and performance management</p> <p>Experience of working with senior stakeholders</p> <p>Progressive experience in a similar compliance role</p> <p>Experience of working with privacy standards within government services</p> <p>Experience of working at executive level of the organization</p>	<p>Managing staff and budgets</p>

### **Core Accountabilities, Attributes and Behaviour Indicators**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 4 core accountabilities attributes and behaviour indicators.

## Organisational structure

