



UNIVERSITY OF
LINCOLN

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JOB DESCRIPTION

JOB TITLE	Information Compliance & Governance Officer				
DEPARTMENT	Secretariat, Academic Registry				
LOCATION	Brayford Pool				
JOB NUMBER	AR4002	GRADE	6	DATE	August 2020
REPORTS TO	Governance Manager				

CONTEXT

The Secretariat team provides a central governance and compliance function within the University. Secretariat is responsible, *inter alia*, for the servicing of senior University-level committees, management of student contention (discipline, complaints, academic offences, appeals etc.), development and maintenance of University regulations and provision of information compliance. The information compliance team is responsible for delivering the University's Information Compliance Strategy and ensuring the institution maintains legal and statutory compliance with the General Data Protection Regulation, Data Protection Act, Freedom of Information Act and relevant legal duties, while providing advice on related issues to staff.

JOB PURPOSE

The Information Compliance & Governance Officer will be predominantly responsible for assisting for the development and implementation of University policies and procedures around information compliance and records management across the organisation. This includes working with the Information Compliance Officer to identify areas where process can be improved to safeguard the University in respect of its compliance obligations and recommending ways to mitigate risks associated with contravention of relevant data protection legislation. The Information Compliance & Governance Officer will provide authoritative, professional advice and guidance to all areas of the institution and have demonstrably excellent communication skills which will enable them to implement institution wide awareness raising and staff development as part of fostering and embedding a culture of compliance.

The post-holder will be responsible for providing a professional officering service to a small number of senior University committees, including the Information Compliance Committee, and supporting Governance Officers with student contention cases during peak periods of the academic year.

KEY RESPONSIBILITIES

Communication
<ul style="list-style-type: none"> The role-holder will work closely with staff, students and members of the public and will be able to articulately and confidently deliver presentations, raise awareness, provide advice and guidance to staff, students and members of the public, in writing or via other methods around Secretariat's information compliance and committee officering processes. This will require the ability to discuss and convey regulations, complex technical or legal concepts to non-experts. Communicate with staff and the wider community about the necessity for good information compliance practice around the data protection principles, for example, privacy notices, data processing and information sharing agreements, records of processing activity, information asset registers and provide support and guidance with a view to enabling business areas to become compliance exemplars which helps to foster a culture of compliance across the organisation. The production of written information to an excellent standard that will convey complexity in a straightforward manner. Written documents will include (but is not limited to) reports to committees, committee minutes, policies, procedures and processes. To liaise with, and advise, committee Chairs and members to ensure that committee business is appropriately conducted.
Teamwork
<ul style="list-style-type: none"> Work closely with all colleagues in Secretariat and particularly with the Information Compliance Officer, fostering a culture of compliance, leading by example. As a role with knowledge of technical and regulatory concepts, the Information Compliance & Governance Officer will provide advice and guidance on a range of information compliance and governance process issues and will make recommendations regarding improvements to policy and processes where necessary. Support the Information Compliance Officer in providing oversight of institution information compliance, freedom of information and other statutory information requests.
Service Delivery
<ul style="list-style-type: none"> Work collaboratively within Secretariat to determine internal service standards in consultation with the Governance Manager, informed by feedback from other areas around how the team can provide excellent customer service and adapt its delivery proactively. Assist in auditing business areas around their adherence to information compliance, identifying information risks, potential mitigating action and making audit recommendations to improve practice. Provide advice, respond to, and resolve queries from business areas around information compliance practices. Work with the Information Compliance Officer to review responses prepared by the Secretariat Administrative Officer to formal requests made under relevant legislation, including freedom of information, data subject access and third party requests, and apply formal exemptions and/or redactions with robust justification. Support the Governance Manager in the absence of the Data Protection Officer (the Information Compliance Officer) to assist them with managing and resolving issues relating to the Data Protection Officer function. Act as Officer to committees and working groups of Academic Board and the Senior Leadership Team; undertaking related Officering tasks, ensuring the efficient and effective operation of University committees and conducting of business as under the direction of senior University committees. Provide support to Governance Officers with management of student contention cases in accordance with the University's Regulations during peak periods of the academic year.
Liaison and Networking
<ul style="list-style-type: none"> To work with staff from across all business areas who have responsibility for information compliance at a local level and to support them in their duties with the aim of fostering self-reliance and building a sustainable culture of information compliance. Work closely with other colleagues around data breach management, following the stipulated processes and working with the Information Compliance Officer to identify and implement any recommendations to

improve practice.

- To act as the interface between relevant University committees, Chairs and Officers.
- To engage with external networks and take a proactive approach to identifying good practice which could benefit the University.

Initiative and Problem Solving

- All aspects of the role will include using initiative to resolve issues, some of which will be complex and challenging, with the ability to think creatively while ensuring that the integrity of processes and procedures are maintained and legislation adhered to. This will require the role holder to use the whole range of their knowledge and experience.
- To work in a manner that seeks to continuously improve operations within the team and apply practices that support student engagement (where appropriate), excellent customer service and digital optimisation.

Analysis and Research

- The Information Compliance & Governance Officer have responsibility for producing written reports, training, guidance, policies, procedures and processes, all of which will require the ability to research and analyse information and translate it into documents which may seek to put forward solutions to problems, explain new requirements which may affect working practices or present information in laypersons terms.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post. Academic Registry comprises a broad team covering many business areas and Secretariat provides assistance when requested. Duties may include graduation, enrolment and Clearing.

ADDITIONAL INFORMATION

Key working relationships/networks	
Internal	External
University Registrar/Secretary Academic Registrar Deputy University Secretary Governance Manager Information Compliance Officer (DPO) Governance Officers Secretariat Administrative Officer Director ICT Information Security Manager (ICT) Deputy and Pro Vice Chancellors Heads of School Heads of Service Departments Academic staff, professional services staff and students	Information Commissioner's Office (ICO) Information Compliance forums and networks Data subjects and representatives of data subjects Police and other law enforcement bodies Journalists Members of the public Representatives/advocates of students Representatives of supplier companies Representatives of partner organisations



**UNIVERSITY OF LINCOLN
PERSON SPECIFICATION**

**UNIVERSITY OF
LINCOLN**

JOB TITLE	Information & Compliance Governance Officer	JOB NUMBER	AR4002
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Educated to degree standard or equivalent experience	E	A
Professional qualification (or working towards) in, for example, data protection	D	A
Membership of a relevant professional association	D	A
Experience:		
Information compliance	E	A/I
Interpreting legislation, policies and regulations, applying them and providing advice to others on the content	E	A/I
Promoting awareness or delivering training in a variety of settings	E	A/I
Writing reports, policies, procedures and guidance	E	A/I
Handling competing priorities, organising own workload and working independently without direct supervision; exercising judgement and initiative when dealing with complex queries	E	A/I
Dealing with challenging situations	E	A/I
Officer committees; setting agendas, minute taking and tracking actions	D	A/I
Assisting with auditing	D	A/I
Skills and Knowledge:		
Strong understanding of GDPR, Data Protection Act, Freedom of Information Act and other relevant legislation	E	A/I/P
Excellent written and oral communication and influencing skills, with an attention to detail	E	A/I/P
Good understanding of risk management	E	A/I
Sound problem solving skills and the ability to make decisions on own initiative	E	A/I
Competencies and Personal Attributes:		
Commitment to attaining high professional standards in information compliance and governance	E	A/I
Excellent interpersonal skills and the ability to work confidently with senior colleagues	E	A/I
Commitment to continuing professional development	E	A/I
Self-motivated, organised, proactive and innovative and able to manage under pressure in the context of strict deadlines and complex decision-making	E	A/I
Commitment to professional courtesy towards all colleagues, students and other individuals	E	A/I
Commitment to maintaining strict confidentiality	E	A/I
Adapting to and supporting others with change	E	A/I

Business Requirements:		
Flexibility to work, as demands require, outside normal office hours	E	I
Willingness to travel nationally	D	I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	ASm	HRBP	HRi
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