

JOB PACK

Information Governance Manager

Location: Flexible

Contract: Permanent, full-time or part-time

Salary: £45,529 - £49,817



ABOUT US

Veritau provides assurance services to local authorities, schools and other public sector clients, helping our clients to operate effectively, mitigate risks and comply with laws and regulations.

Our main services include internal audit, counter fraud, information governance and risk management. We're owned by our member councils, meaning our work sits at the heart of the public sector. Our main offices are in York, Northallerton and Leicester, but we provide services across the country. Many of our employees have adopted a hybrid working approach, spending some time at home and some in the office.

"Veritau" comes from the Latin for "truth"; we pronounce it "Veri-toe".



Established in
2009



700+ public
sector clients



100+ staff
members



UK-wide client
base



Training/development
opportunities

Veritau has been recognised as an Investor in People since 2011.

We are also signed up to the Good Business Charter, an accreditation that seeks to raise the bar on business practices for employees, the environment, customers and suppliers.

We are an accredited Living Wage Employer. We strongly believe that a hard day's work deserves a fair day's pay and are proud to show our commitment to ensuring everyone can earn enough to live on.

We are registered with the Disability Confident scheme and encourage applications from disabled people. We are committed to an inclusive recruitment process and working environment.

We have signed the Armed Forces Covenant, demonstrating our commitment to ensuring the fair treatment of those who serve or have served in the Armed Forces, and their families.

We're proud to be one of the first local authority related organisations to receive accreditation as a Living Pension Employer, demonstrating our commitment to providing fair and sustainable pension benefits to our employees.



"Veritau is a successful and growing business, providing important services to our public and charity sector clients.

Whether you're starting your career or looking to advance, we can offer flexible working, a range of benefits and opportunities to gain new skills".



Max Thomas
Chief Executive

OUR CORE VALUES

Veritau has established the following set of core values that reflects colleagues' working practices. All post holders are expected uphold and demonstrate these values.



WORKING TOGETHER

Working together to help our clients deliver excellence



HONESTY & INTEGRITY

Embodying the principles of honesty and integrity



CHAMPIONING INNOVATION

Championing innovation to help achieve the best outcomes for our clients and adapt to change



INVESTING IN OUR PEOPLE

Investing in our people to help them succeed and deliver outstanding services

BENEFITS

Our employment package includes membership of a generous pension scheme and 28 days annual leave plus bank holidays, rising to 30 days after five years continuous service. We also offer flexible working arrangements. You can work from any of our offices or adopt a hybrid working approach subject to the needs of the business. You can also purchase up to 30 days additional leave.

Employees can also access a range of benefits including leased car and cycle to work schemes, health and wellbeing support (including Mental Health First Aiders, a Neurodiversity Buddy System and Menopause Champions), life assurance and injury cover (24 hour worldwide cover), support for moving house and interest free loans for public transport season tickets and driving lessons.

THE ROLE

We're looking for an **Information Governance Manager** to join our successful information governance team.

The post involves:

- ▲ supporting the delivery of information governance services to Veritau's clients
- ▲ assisting in the deployment of resources and the development of associated systems and working practices
- ▲ managing client relationships
- ▲ promoting the services offered by Veritau
- ▲ leading on complex and technical information governance work

Salary: £45,529 - £49,817 (band 6) plus 3% performance related pay.

Location: Flexible - you can work from any of our offices or adopt a hybrid working approach. You may be required to attend our offices for meetings and training events, visit client offices or other premises, and undertake other client related activities. During the induction period, we will expect employees to work in one of our main offices for a number of days. This is to support training and learning, and to provide you with the opportunity to meet other team members.

Reporting to: Director – Information Governance / Assistant Director - Information Governance

Contract: Permanent, full-time or part-time (37 hours p/w, flexible hours)



JOB DESCRIPTION

Main purpose of job

To support the delivery of information governance services to Veritau's clients. To assist in the deployment of resources and the development of associated systems and working practices. To manage client relationships and promote the services offered by Veritau. To lead on complex and technical information governance work.

Key tasks and responsibilities

Level 1 (SCP* 33- 35)

To undertake training towards the Advanced Certificate in GDPR Practice.

Level 2 (SCP 36 - 37)

To have successfully completed all relevant exams to be awarded the Advanced Certificate in GDPR Practice (or equivalent), and

to have completed 12 months of experience in post as Information Governance Manager.

All levels

To complete relevant leadership, management and information governance training.

Responsibilities

To support the delivery of information governance services to clients. To manage client relationships for a number of specific client organisations.

To coordinate and direct staff in the planning, conduct and completion of information governance work.

To take responsibility for ensuring that client organisations are aware of the requirements of GDPR/Data Protection and Freedom of Information legislation, and associated best practice.

To establish quality standards for providing information governance services. To ensure that assignments are completed to requisite quality standards and within agreed timescales.

**SCP = Spinal Column Point*

To provide specialist advice and guidance to client organisations on information governance matters.

To contribute to the development of relevant organisational strategies, policies and procedures as required by legislation. To assist in the maintenance and communication of these policies to client organisations.

To contribute to the development of detailed project plans / programmes of work for clients. To support and monitor the delivery of these project plans / work programmes.

To promote knowledge and awareness of information governance matters within client organisations. To support the development and delivery of training programmes and the provision of legislative updates and associated guidance.

To keep up to date with developments in relevant legislation and national policy guidance. To communicate key information on a timely basis to client organisations and staff within the information governance team as necessary.

To work with colleagues in client organisations with responsibility for data security and records management to ensure appropriate operating practices are implemented.

To liaise with the Information Commissioner's Office (ICO) and other central or local government agencies. To develop effective relations with other agencies and local authorities. To represent Veritau on relevant professional groups.

To provide staff training and development. To assist with the recruitment, induction, training and development of staff, in accordance with professional standards and Veritau's policies and appraisal systems.

To monitor and report as necessary on the achievement of agreed performance targets.

To attend Veritau management team meetings and to help coordinate the work of information governance with the work of other teams.

To undertake the professional training programme with due diligence and commitment.

To maintain appropriate records to enable completion of the professional experience journal / portfolio.

To undertake appropriate continuous professional development.

To promote the awareness and status of Information Governance and the other services provided by Veritau to each client.

Progression to Assistant Director – Information Governance will be considered following the award of the BCS CIRM or ISCA CISM professional qualification and the completion of a minimum of 2 years relevant experience in the post. Progression is subject to business needs and a suitability assessment, and may also be subject to a competitive process.

Initiative and independence

The post holder should use their knowledge and experience of each client to effectively manage the delivery of information governance services. A willingness to question and challenge assumptions is important. The post holder should also be innovative when recommending solutions and remedial actions.

A significant element of the key responsibilities and tasks involves the analysis and interpretation of data and information. Some of this data and information will be of a confidential and sensitive nature. The post holder must therefore ensure that all information is treated with care. Any unauthorised disclosure of information may breach legislation and/or be detrimental to the reputation of the client organisation and/or Veritau.

The post holder will also need to correctly interpret complex legislation, together with associated regulations and organisational policies. The post holder will need make decisions which comply with relevant legislation and/or which accord with best practice.

The post holder must also demonstrate a good understanding of the different services offered by Veritau, and the sectors in which it operates.

Communication

Regular contact will be required with senior managers, other managers and staff within Veritau, and with managers and officers from client organisations.

The post holder will deputise for the Director – Information Governance / Assistant Director – Information Governance and represent the team in meetings with client officers and other external agencies as required. The post holder may be required to contribute to corporate groups in client organisations.

The post holder will be a contact point for members of the public requiring access to information. Some contact will also be required with elected members. In addition, the post holder will liaise with external bodies such as the Information Commissioner's Office and central/local government agencies.

Demands

The pattern of work will be variable. Assignments may be allocated to the post holder by the Director – Information Governance / Assistant Director – Information Governance but otherwise the post holder will control their own workload.

The pattern of work can change daily due to interruptions and urgent requests for information. The post holder must however work to statutory deadlines for the majority of the time. Other work will be subject to deadlines but these may be subject to change.

There are no strenuous physical demands or specific risks associated with the post. The post holder may be required to travel to different client sites and use different client systems. The post holder may also be required to travel and attend events outside of normal office hours.

Responsibility for resources

The post holder will be responsible for the management and supervision of information governance staff (including trainees) within Veritau. Provision of leadership, support and direction to these staff, and the effective delivery of training is therefore essential.

Deputises for other managers, providing line management support, attending meetings and providing specialist advice and guidance as required.

Assists with recruitment and identifying training and development needs of the team in accordance with Veritau's appraisal system.

Competencies

See competency profile for post.

Work environment

The post holder can work from any of our offices or adopt a hybrid working approach, including working at home. The post holder will be required to travel to clients and between the different office bases used by the company. Work outside of normal office hours, at night and at weekends, may also be expected.

Health and safety responsibilities

The post holder will need to comply with the requirements of Health and Safety legislation.

Equalities

The post holder will need to:

- ▲ ensure services are delivered in accordance with the aims of the company's Equality Policy Statement
- ▲ promote equal opportunities within Veritau
- ▲ assist in achieving service equality objectives
- ▲ take opportunities to develop their own understanding of equality issues

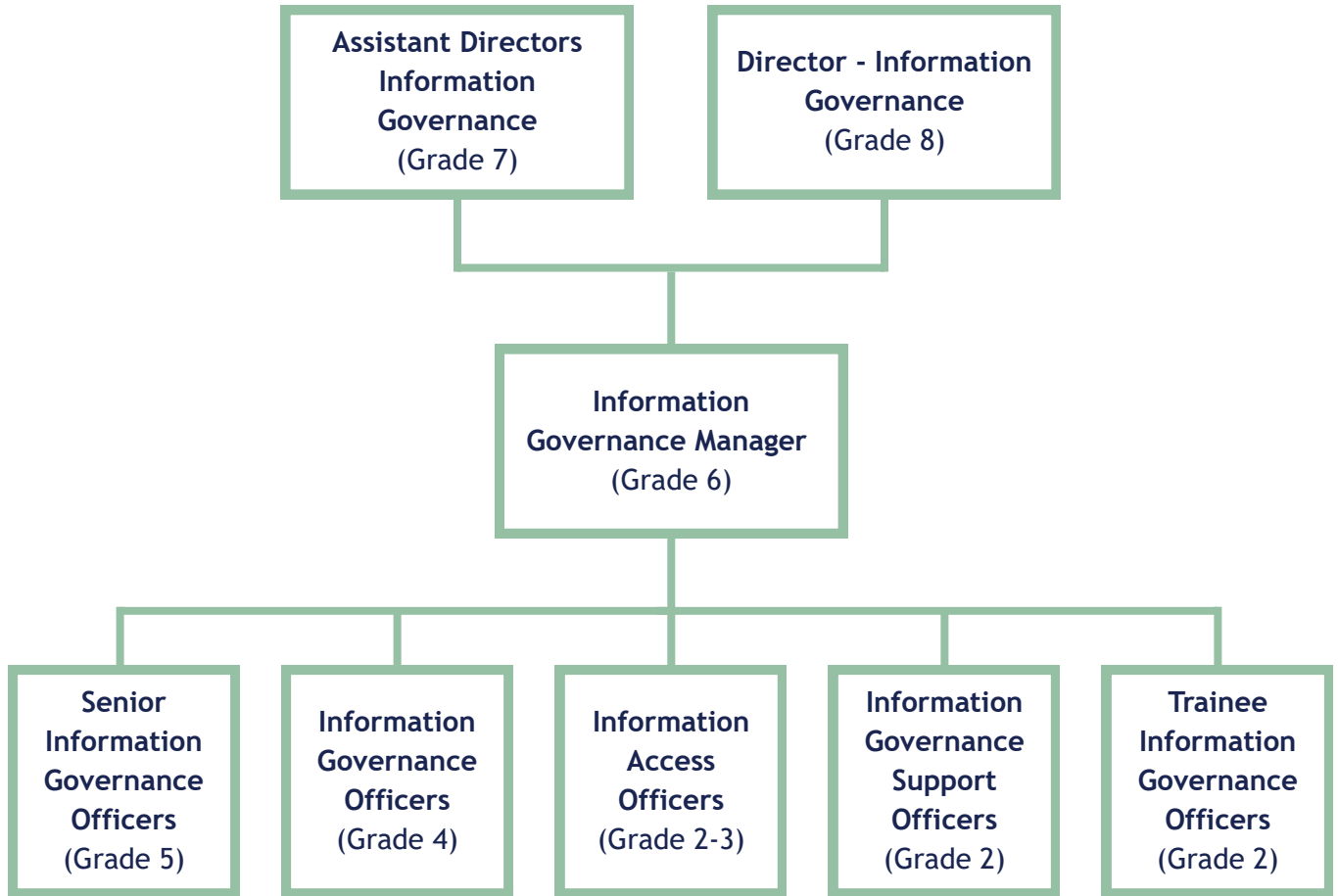
Responsibility and company policies

Veritau is a dynamic organisation, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with the company's Policies and Procedures.

In relation to data protection, information security and confidentiality, all staff are required to comply with the company's policies and supporting documentation in respect of these issues.



TEAM REPORTING STRUCTURE



PERSON SPECIFICATION

OUR CORE VALUES

Veritau has established the following set of core values that reflects colleagues' working practices. All post holders are expected uphold and demonstrate these values.

- ▲ **Working together** to help clients deliver excellence
- ▲ Embodying the principles of **honesty** and **integrity**
- ▲ **Championing innovation** to help achieve the best outcomes for our clients and adapt to change
- ▲ **Investing in our people** to help them succeed and deliver outstanding services

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT
Qualifications and training			
Education to RQF level 6 or above (degree level qualification); or equivalent specialist knowledge	✓		2,5
Relevant Information Governance / Data Protection qualifications or significant relevant experience	✓		2,5
Evidence of further professional development	✓		2, 4, 5
Experience			
Significant Information Governance / Data Protection experience preferably gained in local government	✓		2,4
Local Government or similar public sector experience	✓		2,4
Management or supervisory experience		✓	2,4

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT
Skills and knowledge			
Human Rights, Data Protection and Information Governance legislation	✓		2,4
Understanding of corporate governance including the role of internal audit and risk management	✓		2,4
Policy formulation / implementation	✓		2,4
Project management	✓		2,4
Statistical skills	✓		2,3,4
IT skills	✓		2,3,4
Communication and presentation skills (written & oral)	✓		2,3,4
Ability to develop working relationships with other colleagues and external clients	✓		2,4
Problem solving skills with the ability to identify effective solutions	✓		2,3,4
Influencing and negotiating skills	✓		2,3,4
Ability to work to deadlines	✓		2,4
Ability to interpret complex legislation / regulations	✓		2,4
General management (theory and practice)	✓		2,4
Local government service delivery		✓	2,4

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT
Skills and knowledge (cont.)			
Supervisory skills, target setting, performance appraisal, quality standards		✓	2,3,4
Staff development / motivation		✓	2,3,4
Client relationship management		✓	2,4
Contract management		✓	2,4
Personal qualities			
Customer focus	✓		2,4
Outgoing, enthusiastic and self-motivated	✓		2,4
Willing to work with others in a team environment	✓		2,4
Good interpersonal skills	✓		2,4
Ability to work without close supervision	✓		2,4
Car user / current driving licence	✓		2,4

RQF - Regulated Qualifications Framework

Assessment:

1. Test prior to shortlisting (ie all applicants)	2. From application form
3. Test after shortlisting	4. Probing at interview
5. Documentary evidence	6. Other

HOW TO APPLY

You can apply directly on our website at www.veritau.co.uk/careers using the application form. You will be asked to provide personal details, education and qualifications, employment history, and a supporting statement.

You can save progress on your application form and enter your email address to receive a link to complete it at a later date. This link will expire after 30 days, or when the vacancy closes.

We do 'blind applications' meaning that the team who sift application forms will not be able to see personal details or equality monitoring data.

EQUALITIES, DIVERSITY AND INCLUSION

Veritau is committed to creating a workplace where everyone feels welcome, valued, and respected. We encourage applications from all qualified individuals. We believe that equality, diversity and inclusion are essential to our success, and we are committed to providing equal opportunities to all candidates.

CRIMINAL RECORDS CHECKS

As part of its recruitment process, Veritau undertakes checks on the suitability of candidates for employment with the group. This includes the use of criminal record checks through the Disclosure and Barring Service (DBS). Applicants for this post will be subject to an enhanced DBS check, if offered a position.

Veritau complies fully with the DBS code of practice which can be viewed on the government's website.

Veritau's policy on the recruitment of ex-offenders can be accessed through the Veritau website at www.veritau.co.uk/about/governance/#policies. A criminal record will not necessarily be a bar to obtaining a position.