

Housing

Ombudsman Service



Information Governance Officer
Candidate information pack

The recruitment process

Enclosed within this document you will find:

- Overview of recruitment process
- Indicative timetable for the recruitment process
- The role profile for the Information Governance Officer - job profile and person specification
- Benefits

Our website www.housing-ombudsman.org.uk has details about what we do and how we do it.

The following corporate publications may be of interest and can be found under the Corporate Information menu, under Publications on our website:

- Business Plan 2024-25
- Corporate Plan 2022-25
- Annual Report and Accounts 2022-23

We hope that you decide to apply to this key role within our organisation.

Candidates who are short-listed will be asked to carry out a panel interview with the Housing Ombudsman Service. It is likely that the interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Tuesday 27th August 2024.

Short-list interviews: week commencing 9th September 2024.

Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early. We intend on closing this role immediately if / when we receive 120 applications. We therefore strongly recommend that you apply as soon as possible.

Throughout the process, we will advise you about the outcome of your application at the earliest opportunity.

Application Process

Our application process is anonymised. Submitting an application is a two stage process:

Stage 1 - create an account. This largely focuses on the information that you would include in your CV.

Stage 2 - upload and submit your supporting statement.

Please note that once you have submitted your application for a specific role, that application for that role cannot then be changed. Any changes you make to your account will be reflected in any subsequent application you choose to make.

If you have any questions, please contact Jonathan McIntyre, Managing Director of CJA Group, our advising consultant on 020 7588 5407 or via jmm@cjagroup.com.

Job Description

Position:	Information Governance Officer
Working pattern:	Permanent
Hours:	35
Location:	Home-based with occasional office attendance
Reports to:	Information Governance Manager (Casework)
Team:	Information Governance (Casework)

Overall purpose of the role

The post holder will support the Information Governance Manager (Casework) in relation to compliance with information rights casework (data protection and freedom of information), and support the wider organisation in records management activities that benefit compliance with statutory information requests.

Main Accountabilities

- Keep up-to-date with Data Protection and Freedom of Information legislation and ICO guidance
- Assist the Information Governance Manager (Casework) with responses to Freedom of Information and Data Protection Act requests so that we respond appropriately and in time.
- Support specific elements, as delegated by the Information Governance Manager (Casework), of service wide information governance and associated plans.

Main Accountabilities continued

- Assist the Information Governance Manager (Casework) in the creation of appropriate training materials and resources for the organisation.
- Support the Information Governance Manager (Casework) in planning and implementing communications to ensure all staff are aware of their obligations in relation to Information Governance and of changes to legislation.
- Promote the benefits of information governance and the ownership of privacy risks to the wider organisation.
- Proactively identify, record and escalate privacy risks and support on Data Protection Impact Assessments screening assessments.
- Act as a point of triage for data security/breach incidents reported and assess, investigate and escalate to the DPO as appropriate.
- Be an active member of the team, identifying opportunities for your own development.
- Contribute to the good and efficient working of the team in delivering against the business plan.
- Work with relevant 'Champions' network(s) to promote best practice across the organisation.
- Assist with knowledge and information management across the organisation, and work with the Information Governance Manager (Compliance) / IT Manager to identify IT and Cyber Security needs, where requested by the Information Governance Manager (Casework).
- Undertake any other reasonable tasks across information governance teams as directed, appropriate to the grade.

The post holder should strive at all times to adhere to HOS (Housing Ombudsman Service) values of Learning, Excellence, Openness and Fairness.

HOS is committed to equality of opportunity in all its practices, policies, and procedures. It is our intention to promote a working environment that is free from harassment, bullying, victimisation or discrimination, where everyone is treated with dignity and respect. We expect all staff to behave respectfully with courtesy and consideration, whilst carrying out their duties.

Person Specification

Qualifications

- Practitioner certification in one or more disciplines (DP/FOI/RM) - *Desirable*

Experience

- Proven ability to apply GDPR and Data Protection Act 2018 to meet casework requirements and business objectives.
- Significant experience of Data Protection / Freedom of Information casework support.
- Proven ability to reach a decision following an investigation of a breach of the DPA:
 - Establishing the facts and assessing the evidence
 - Reaching supportable conclusions
 - Making appropriate, proportionate recommendations
 - Acting on findings and recommendations in line with guidance and standards to ensure recommendations are implemented and learning is fed back.

Desirable

- Experience of maintaining key documents such as plans, strategies, registers and briefings.
- Experience of creating or delivering training.

Knowledge and Skills

- Detailed knowledge and understanding of the practical consequences of the GDPR and DPA 2018
- Knowledge of information security principles
- Demonstrable ability to communicate effectively in a variety of formats with all levels of colleagues and stakeholders
- Committed to good quality service and value for money
- Strong IT skills including use of Microsoft Office applications
- Effective verbal and written communication skills to explain legal concepts in non-legal terms

Behaviours

Resilient, be able to work well under pressure, prioritise, and carry out the work to the high standards expected

Additional Requirements

Essential

- Willingness to work flexibly within the team to ensure high quality, effective and efficient services are delivered.
- To comply with the Housing Ombudsman Equal Opportunities policies.
- To comply with the Housing Ombudsman Health & Safety policies.
- To comply with the Housing Ombudsman IT policies and procedures.

This role profile is not exclusive or exhaustive. It is intended as an outline indication of the areas of responsibility and may be amended in light of the changing needs of the organisation.

Benefits

Rewarding career, rewarding benefits

In addition to a basic salary of £39,603.91 per annum, you will also receive a benefits package including:

- Local Government Pension Scheme – opportunity to join the Local Government Defined Benefit Pension Scheme.
- Healthy Work/Life Balance – 35 hour working week and flexi-time scheme.
- Generous Annual Leave – Minimum of 25 days holiday, rising after four years of continuous service plus eight statutory bank holidays and three, paid Christmas closure days.
- Commitment to health and wellbeing – cycle to work scheme, free yearly health check-up, employee assistance programme, access to CSSC Sports and Leisure website, discounts on days out, restaurants and high street shopping (coming soon), contribution towards eye-tests and glasses.
- Commitment to ongoing development - Payment of professional memberships fees. Regular training workshops.



"I joined the service because I relish the opportunity to make a difference every day"

Richard Blakeway
The Housing Ombudsman

