

Job Description

Role Title:	Data Protection Officer & Information Governance Manager
School / Dept:	University Secretary's Office (Legal and Governance)
Directorate:	Registry, Legal and Governance
Reference:	MPF4259
Grade:	Grade
Full or Part time:	Full time
Hours:	1.0 FTE / 36.25
Reports to:	Head of Legal Services
Responsible for:	Information Governance Officer

Overview

This role is for an exceptional candidate to lead and advise on all areas of the University of Salford's information governance framework and compliance with its regulatory and legislative responsibilities. This post will provide an enhanced service to the University with a view to reducing risk and enhancing effective and efficient practice in information governance.

The University of Salford is one of the UK's leading industry-facing universities and currently has over 20,000 students, including over 3,500 international students from more than 130 countries around the world. This is a key time to be part of Salford and to contribute to advancing our vision: "By pioneering exceptional industry partnerships we will lead the way in real world experiences preparing students for life".

This role sits within the Legal Services team. The team's remit covers the provision of specialist advice regarding information governance including data protection, assistance

and support across both academic and professional service colleagues. The team members assess risk in relation to a broad range of activities and provide advice and direction to manage such risk, especially where the University collaborates in some way with an external organisation, another university or commercial partner. The team is primarily a staff-facing service and excellent interpersonal, collaborative skills are key to our way of working. The team is led by the Head of Legal Services

The post holder will work to deliver a co-ordinated and comprehensive approach that is compliant, pragmatic and results in a positive impact on the University's operations in relation to information governance.

Role Purpose

The role is responsible for ensuring legal and information governance compliance across the University and providing specialist advice to colleagues with legal and governance responsibilities. The role is located within the Legal Services Team and is operationally managed by the Head of Legal Services, however, in maintaining the independence of the Data Protection Officer, the role is accountable to the Chief Academic Services Officer and University Secretary.

To lead and co-ordinate the information governance framework across the University to ensure compliance with relevant legislation and the implementation of good practice to support effective operation of University activities. To line-manage the Information Governance Officer(s).

To be the designated Data Protection Officer (DPO) for the University and where applicable, its subsidiary companies.

Principal Duties & Responsibilities

- Work to ensure that the University is compliant with all relevant legislation and support the provision of strategic oversight to the University in order to ensure the resolution of statutory and/or and compliance issues as they arise. Liaise with University Secretary's Office (Legal and Governance) colleagues to maintain coordination and interface between academic, corporate, information security governance, and information governance entities and activities.
- Develop and promote a culture of understanding and awareness of compliance requirements and good practice in information governance, personal data management and security, working with key colleagues to enable academic and professional services to fulfil their responsibilities.
- Be the designated Data Protection Officer (DPO), including being the University's point of contact for the Information Commissioner's Office.
- Ensure that the University follows good practice in assessing and completing as appropriate Data Protection Impact Assessments (DPIAs) at inception of

systems projects. Maintain regular liaison with DIT in respect of DPIA processes and with colleagues as necessary to ensure consideration of DPIAs in all cases and completion where necessary.

- Be responsible for the development and maintenance of comprehensive and accessible policies, procedures, notices and guidance to support the implementation of information governance (including working collaboratively with information security governance colleagues), providing clear information about responsibilities and expectations to ensure compliance requirements are met and good practice is adopted. Meet periodic policy review requirements (or exceptional updates as applicable). Report on data protection performance, including the dissemination as appropriate of management information relating to data protection, SARs, FOIs and EIRs.
- Chair the University's Privacy Forum and Data Protection Working Group (or its subsequent form/other relevant working groups as applicable) .
- Investigate potential data breaches or complaints, liaising with the Information Commissioner's Office as required, ensuring that corrective action is taken as necessary and that any lessons learnt are addressed or incorporated in future operations.
- Support the University in defending actions brought against it for data breaches, including liaison with claimants and claimant's solicitors, instructing and advising the University's insurers, working on defence and defence strategy and disposal and/or settlement of an action. Be the point of escalation for colleagues within the Legal Services Team.
- Develop and manage the University's procedures for responses to Data Protection Subject Access (SAR), Freedom of Information (FOI), and Environmental Information (EIR) Requests. Coordinate and provide specialist advice to the colleagues responsible for responding to SAR, FOI, and EIR requests. To line-manage the Information Governance Officer(s).
- In collaboration with legal and information security governance colleagues, maintain and continuously develop effective and consistent procedures to record data incidents, and contribute to effective incident response and follow up. Take the lead in reporting as appropriate, in answering correspondence or complaints received from the ICO and acting as the University's advocate in such cases.
- In collaboration with information security colleagues, provide specialist input into the investigation and resolution of alleged misuse of University ICT facilities, information security incidents and policy breaches.
- Contribute to the provision of appropriate training for staff and students to support the implementation of information governance policies and procedures and, where appropriate, develop and deliver training to staff. Provide an

outstanding customer experience to staff and other stakeholders in all aspects of information governance, including data protection

- To provide authoritative and well-informed advice on the need to refer matters to external legal advisors through liaison with the Head of Legal Services, effectively acting as the University's "gatekeeper" to the provision of such services in the first instance.
- Maintain expertise and skills in information governance including data protection, to ensure that the service, advice and guidance offered is based on an up-to-date expert understanding of developments in the law – particularly in relation to the impact of legislative change and changes in case law on the higher education sector - a broad range of issues, systems and processes, best practice and frameworks.
- Represent the University at internal and external fora regarding information governance and legal risks and responsibilities and develop a network of influence with senior leaders of the University and external peers.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of Legal Services.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. An undergraduate degree or equivalent professional experience. (E)
2. A relevant postgraduate degree or professional qualification as a data protection specialist, ideally as a DPO (e.g., CIPP/e or CIPM) (D)
3. Recent evidence of professional development through study, workplace or external activity. (E)

Background and Experience

4. Demonstrable experience as a data protection and information governance practitioner (preferably but not necessarily in a university or public sector environment). (E)
5. Proven track record in the implementation of information security practices. (E)
6. Experience of formulating and implementing institutional policies and guidance in an information governance context. (E)
7. Experience of interpreting relevant legislation and applying it in a complex organisational context. (E)
8. A record of excellent self-management and workload. (E)

Knowledge

9. Demonstrable knowledge of public policy, regulatory, compliance and constitutional context in which UK HE operates, particularly related to information governance (D)
10. Knowledge of how information governance operates in a University (D)
11. In-depth knowledge of Data Protection, Information Security and Freedom of Information legislation and other information governance considerations (E)

Skills and Competencies

12. Proven ability to be proactive and to prioritise a complex workload in a fast-paced, people-focused team (E)
13. Proven ability to learn independently and master new areas of knowledge and skills rapidly (E)
14. The ability to engage authoritatively and persuasively with colleagues at all levels, both internally and externally. (E)
15. Excellent analytical and problem-solving skills including the ability to analyse complex legislation and advisory documentation (E)

16. Outstanding communication skills, with accuracy and attention to detail across written, verbal and presentational communication. Able to communicate/interpret specialist matters with non-specialist service users (E)
17. Ability to exercise good judgement in a range of situations including providing expert advice and guidance in an approachable, professional manner (E)
18. Strong, empathetic interpersonal skills and excellent listening skills (E)
19. Excellent IT Skills, commensurate with the requirements of the role (E)
20. The ability to harness new technologies to enhance the work of the department. (E)
21. Proven ability to work as a member of a team (E)
22. Initiative, flexibility and the ability to adapt to a rapidly changing working environment (E)
23. Excellent time management skills and a proven ability to meet tight deadlines, whilst paying appropriate attention to detail. (E)