

## Job Role Profile

<b>Role title: Data &amp; Information Governance Officer</b> <b>Grade level: 3</b>		<b>Department: Technology &amp; Business Change</b> <b>Region/location: London or Horsham</b>	
<b>Purpose of role:</b> To support the development, implementation and continual improvement of the Group's Data & Information Governance Framework and work with all areas of the Group to ensure compliance with the Framework.			
<b>Working relationships</b>		<b>Scope of the role</b>	
<b>Responsible to:</b> <ul style="list-style-type: none"> <li>Data &amp; Information Governance Manager</li> </ul>	<b>Internal relations:</b> <ul style="list-style-type: none"> <li>Wider Data &amp; Information team</li> <li>Various teams across the business (clients)</li> <li>Data Protection team</li> </ul> <b>External relations:</b> <ul style="list-style-type: none"> <li>Software &amp; service providers</li> <li>Auditors</li> </ul>	<ul style="list-style-type: none"> <li>Financial limits in accordance with delegated authority and in line with compensation framework</li> <li>Decision making in line with post</li> </ul>	

## Role expectations and responsibilities that contribute to the successful delivery of our Corporate Strategy

### Key responsibilities:

- Support the development, implementation & continuous improvement of the Group's Data & Information Governance Framework
- Support and/or lead the development of Policies and Procedures that form part of the Group's Data & Information Governance Framework including but not limited to:
  - Structured Data
  - Unstructured and semi-structured data
  - Electronic Documentation
  - Hard copy Documentation
  - Information Classification
- Project manage related projects delivering desired outcomes against objectives and milestones and with effective task oversight and evaluation.
- Monitor and report on progress of projects and business as usual activity identifying and managing risks, issues, dependencies, and resourcing to ensure successful outcomes.
- Act as product owner and/or sponsor for any related IT projects.
- Drive good practice, compliance with and monitor & report on compliance with policies
- Assist with reports as required to stakeholder groups including the Data & Information Governance Group and potentially including ET, Committees and Board.
- Work in effective partnership with the Data Protection team in relation to GDPR and all other areas of the Group as required.
- Be a subject matter expert in data & information governance and share knowledge and expertise across the business.
- Support the development and management of a 'Data Community' made up of Data Owners &/or Stewards including identifying & training Data Owners & Stewards
  - Ensure data governance/quality rules are defined in collaboration with Data Owners & Stewards.
  - Member of the Data & Information Governance Group
  - Support ad-hoc requests in line with role definition.
  - Support the Data & Information Governance Manager and deputise as required.
  - Develop and delivers related briefings, presentations, and training for the Group.
  - Respond to general enquiries into the Data & Information Governance team.
- Remain up to date on relevant frameworks and external factors including HACT, ICO & GDPR.

**Note:**

No job description can be entirely comprehensive and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.

You will be expected to carry out all duties in the context of and in compliance with the Group's Diversity and Health and Safety Policies.

## Person profile

Attributes	Essential	Desirable
<p><b>1. Skills, knowledge, experience and abilities</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of governance principles for structured, semi-structured and unstructured data.</li> <li>• Knowledge of information management principles (e.g., data, emails, electronic documents, hard copy documents)</li> <li>• Understanding of different types of data &amp; information, including open and public data, administrative, corporate, and personal data</li> <li>• Experience of implementing change successfully.</li> <li>• Experience writing policies and procedures.</li> <li>• Good influencing and negotiating skills.</li> <li>• Good verbal and written skills.</li> <li>• Good Project Management skills.</li> <li>• Good understanding and exercise of risk management.</li> <li>• Addresses, manages, and resolves problems and conflict.</li> <li>• Able to analyse information logically, problem solve and make objective assessments.</li> <li>• Demonstrates inclusive and collaborative decision-making.</li> <li>• Good organisational and time management skills.</li> <li>• Performs in a busy, fast-paced workload, and manage multiple projects to meet deadlines.</li> <li>• Delivers a consistently high-quality service for internal customers / stakeholders.</li> <li>• Able to use a variety of IT systems effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Housing associations and RSLs</li> <li>• Housing Sector Experience</li> <li>• Knowledge of data protection and GDPR</li> </ul>

	<ul style="list-style-type: none"> <li>• Substantial experience in data and/or information governance environments</li> <li>• Ability to communicate complex and/or technical information to both technical and nontechnical audiences effectively</li> <li>• Comfortable communicating and presenting data to colleagues at all levels</li> </ul>	
<b>3. Qualifications/professional development</b>		<ul style="list-style-type: none"> <li>• GDPR Practitioner / CIPP/E</li> <li>• Prince 2 or other relevant project management qualification</li> <li>• DAMA Certified Data Management Professional</li> <li>• Information Management/Governance qualifications</li> <li>• Data Management/Governance qualifications</li> </ul>
<b>4. Circumstances</b>	<ul style="list-style-type: none"> <li>• Able to travel to other company locations as required</li> <li>• Able to work additional hours and work flexibly to meet business needs and deadlines</li> </ul>	