

It starts with community

The National Lottery Fund
Role Profile



Information Governance Officer

Directorate:	Chief Exec Office
Department:	Legal and Information Governance
Role/Competency level:	Level 2
Reports to:	Information Governance Manager and Data Protection Officer



Role purpose

In this particular role, you'll report to the Information Governance Manager and Data Protection Officer, deputising, when required, in their absence. You will provide excellent support, advice and assistance to the Fund and its customers, as well as business continuity support to Information Governance colleagues, from time to time, as directed, in pursuit of compliance with all Information Governance related legislation.

You will manage the Team's inbox including logging, processing, reviewing files and responding to subject access and erasure requests. Logging, investigating and providing remedial actions and recommendations for suspected data breaches and near misses. Logging and responding to data protection complaints. Providing internal advice and assistance to Fund colleagues on data protection legislative requirements and Fund process, escalating more complex complaints, queries, breaches and issues to the IG Manager/DPO when necessary.

You will maintain a register of Data Protection Impact Assessment (DPIA) screening forms and full assessments as well as maintaining the Fund's Record of Processing Activities. You will attend and provide admin support to the Fund's Information Governance Operations Group, including arranging meetings, preparing and circulating agenda and taking notes to be circulated to members.

You will liaise and build relationships with key internal stakeholders, external customers and organisations to facilitate compliance. You will draft and maintain IG Team procedures, processes, guidance and templates. Provide statistics when needed for customer requests, staff training completion and data breaches.

You will maintain the Team's SharePoint site, ensuring key documents and processes are publicised and kept up to date.

You will maintain your knowledge of Information Governance legislation, regulator guidance and best practice.



Role Profile Information Governance Officer

Key responsibilities

- Support the Information Governance Manager and Data Protection Officer, deputising, when required, in their absence
- Process and respond to data subject requests and complaints
- Investigation of and remedial and prevention recommendations for suspected data breaches
- Provide advice and assistance to Fund colleagues on data protection legislative requirements and Fund process
- Advise on and manage DPIA and ROPA processes and registers
- Develop IG Team processes, procedures, guidance and templates, maintain Teams SharePoint site, admin and attendance for internal and external IG groups
- Maintain knowledge of IG legislation and best practice



Role Profile: Information Governance Officer

Knowledge, skills and experience

- Knowledge and experience of applying and advising on UKGDPR and the Data Protection Act 2018 requirements, including advising colleagues, handling of data subject requests and conducting data breach investigations
- Strong analytical and problem-solving abilities and capacity to manage multiple tasks and meet deadlines with competing priorities
- Strong communication skills for drafting advice, responses and decisions clearly to data subjects and internal stakeholders
- Confident decision-maker, capable of working independently while also contributing effectively to a collaborative team environment
- Highly organised with a keen eye for detail and commitment to maintaining accurate records and registers



Role competencies: Level 2

- **Strategic direction**
Understands strategic priorities and seeks to align own actions with team, directorate, and organisational goals.
- **Leading our culture**
Contributes to an inclusive working environment where all opinions and challenges are listened to, and all individual needs including own wellbeing are considered.
- **Working together**
Considers team as well as individual success and adjusts working style and practices to achieve results.
- **Delivering quality results**
Knows what is expected and regularly checks performance against objectives, making suggestions for improvement or taking corrective action where necessary.
- **Diligence and control**
Follows relevant policies, procedures and regulations and acts to prevent problems by identifying and reporting issues and contributing to solutions.
- **Developing self and other**
Takes responsibility for own development, completing and maintaining a Personal Development Plan. Seeks learning opportunities and feedback.

Our Values



We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



We are adaptable

We welcome and embrace new ideas and ways of working.



We are compassionate

We work with care consideration and humility.