

Senior Information Governance & Records Management Officer

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Senior Information Governance & Records Management Officer

Position in the organisation

Reports to the Information Governance Manager

Member of our Information Governance team.

Part of our Dementia Support & Partnerships directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The Senior Information Governance & Records Management Officer supports the Information Governance Manager and Data Protection Officer (DPO) in ensuring Alzheimer's Society uses information in compliance with privacy legislation and information governance best practice. They are the first point of contact in the Society for data protection and records management questions and will provide advice and guidance as appropriate to ensure the safe and legal processing of information and management of records whilst enabling the Society to operate effectively.

They are also responsible for developing and improving processes and governance frameworks for the management of organisational records in compliance with applicable legislation and standards, establishing a culture of effective records management and supporting the Society to measure and maintain the quality of its records.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

Improvement

- Create and implement Society policy, standards, procedures, training materials and guidance (and updates) relating to the Society's manual and electronic records management systems as directed by the Information Governance Manager
- Identify, and lead activities required to implement, improvements to the Society's processes for managing manual and electronic records as directed by the Information Governance Manager
- Provide specialist records management advice to Society projects which relate to the management of information, particularly those relating to new electronic systems
- Review and update the Society's records management, retention and disposal policies and monitor compliance by Society employees and volunteers
- Create and publish Control of Documented Information (CODI) Standard, along with guidance for employees across the Society to assist them with implementation of the requirements

- Provide Information Governance Manager with recommendations on the resources and expenditure needed in order to carry out records management activities to best practice standards

Advice and Support

- Answer queries and requests relating to data protection and records management. These will include, but not be limited to providing:
 - General, ad-hoc advice on complying with data protection regulation and records management standards
 - Specialist advice as to appropriate retention periods for new information assets
 - Advice on what to do if an information governance incident occurs
- Investigate the causes of breaches and provide advice on remedial actions. For wider / more significant breaches, make recommendations to the Information Governance Manager for remediation and prevention of recurrence
- Review privacy impact assessments / data protection impact assessments and advise on privacy risks and mitigating actions
- Undertake due diligence on suppliers, and review data protection content within contracts
- Manage rights requests including subject access and deletion requests, in line with GDPR requirements

Maintenance

- Responsible for ensuring the Society's Information Asset Register and Retention and Disposal Schedule and other Procedures, Standards and Guidance are kept up-to-date and fit-for-purpose in line with legislative and best practice requirements
- Review and propose improvements, where required, to the Society's policies, procedures, training materials and guidance relating to the Society's manual and electronic records management systems. Ensure these are kept up to date with current Society processes, best practice and legislation
- Continually review the Society's manual and electronic records management processes and systems and identify where efficiencies and improvements can be made (including storing, arranging, indexing and classification); identify risks and appropriate training requirements

Training and development

- Develop an engaging and accessible learning programme to build an effective records management culture for employees and volunteers within the Society
- Develop support for Information Asset Owners and Managers, to help them understand and fulfil their responsibilities toward information they are responsible for
- Produce reports as requested by the Information Governance Manager on information governance and records management practices and resources to assist in the development and delivery of the Society's Information Governance strategy

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.

- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Applicable data protection qualification and / or records management certification; e.g., IAPP CIPP/E, CIPP/T or CIPPM, ISEB Data Protection Practitioner Certificate, Diploma in Information and Records Management, BA in Archives and Records Management or equivalent qualification or work-related experience	A
Detailed knowledge and experience of data protection requirements, in particular the Data Protection Act 2018 and General Data Protection Regulation (GDPR) and providing advice to business areas on the application of these requirements.	A&I
Experience of working with records which contain personal information and managing them in accordance with data protection legislation	A/I
Competent understanding of records management concepts and technologies and experience of applying them in a business context	A/I
Experience in creating and delivering records management systems, policies and processes for organisations	A/I
Expertise in applying records management standard BS 10008:2008(-1) and ISO 15489-1 requirements within organisations	A/I
Good oral and written communication skills, including the ability to convey data protection and records management concepts in accessible and engaging terms	A/I

Previous experience in the charity sector	A/I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Be a self-starter and incredibly motivated.	A/I
Excellent organisational and timekeeping skills.	A/I
Excellent attention to detail.	A/I
Non-judgemental communication	A/I
Commitment to and understanding of equal opportunities	A/I
Understanding of the inclusion agenda and its relevance within a diverse society	A/I

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Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave