

Job Description

Job title:	Assistant Director of Information Assurance
Department:	Corporate Services
Reporting to:	Director of Legal & Professional Services
Responsible for:	Information & Records Manager; Information Security Manager; FOI/DP Manager
Location:	Manchester
Grade:	<p>Assistant Director:</p> <p>The Assistant Director level will be concerned with the year ahead, although this will be done within the context of the wider PHSO strategy. This level is likely to be leading a service, function or a team that is regarded as expert in a specific discipline. They will be making operational, technical or professional recommendations that will have a significant impact on PHSO performance in the short/medium term.</p> <p>Within the Professional and Advisory function, this level will manage a team of professionals and be responsible for the delivery of a professional capability for PHSO. They will be focused on maintaining professional compliance and assurance in all PHSO activities.</p>
Job purpose:	<p>The post holder will be the designated Data Protection Officer (DPO) for PHSO as required to comply with the General Data Protection Regulation (GDPR). This is a statutory role that requires registration with the Information Commissioner's Office and publication of the Data Protection Officer's name and contact details.</p> <p>The post-holder will be the point of contact for PHSO with the Information Commissioner, complainants, staff and other individuals whose information is collected, used or otherwise processed by PHSO.</p> <p>The post holder will be responsible for delivering an efficient and effective privacy, information management and cyber security function and for providing PHSO with expert advice and on-going best practice to ensure information is managed in accordance with PHSO, legal and best practice needs. Responsible for the development of information assurance policies and procedures, and for assuring legal compliance with data protection and information security legislation.</p>

	<p>The post holder will advise senior management on information security direction and resource investments, design appropriate policies to manage information security and implement best practices for security awareness and training. This position will partner with Directorates across PHSO to ensure implementation of the information security solutions across the Office.</p> <p>The post holder will operate independently across PHSO to inform and advise the PHSO, its employees, and any associated processors about their obligations to comply with the GDPR and other relevant data protection laws such as Part 3 of the Bill.</p> <p>Work closely with all Executive Directors to take the lead role in the management of the PHSO Information Assets which will include IAO responsibilities.</p> <p>As part of the senior management of the Office, the post holder will support delivery of the Strategic Plan, providing leadership across the Office and role-modelling PHSO values and behaviours.</p> <p>The role will provide direction and support to the information assurance team, engaging and motivating the team, building an open and supportive culture to ensure the delivery of an effective customer focused service across PHSO.</p> <p>Managing a budget and supporting the Director of Professional Services with running the overall Department.</p>
Main Duties:	
<p>As the designated Data protection Officer (DPO) ensure that the organisation complies with all relevant privacy related legislation. The Data Protection Officer role is a statutory role under the General Data Protection Legislation and is required to provide independent data protection advice and assurance to PHSO. Specifically:</p> <ul style="list-style-type: none"> - To inform and advise the organisation and its employees about their obligations to comply with the GDPR and other data protection laws. - To monitor compliance with the GDPR and other data protection laws, including managing internal data protection activities, advise on data protection impact assessments; train staff and ensure appropriate audit activity. - To be the first point of contact for supervisory authorities and for individuals whose data is processed (employees, customers etc). - Accountable for assuring internal compliance to the highest level of the organisation including the Ombudsman, Executive and Audit and Risk Assurance Committee, informing and advising on our data protection obligations, providing advice regarding Data Protection Impact Assessments (DPIAs) and acting as a contact point for data subjects and the supervisory authority. 	

<ul style="list-style-type: none"> - Name and role as Data Protection Officer will be published as part of PHSO's privacy information and on the Information Commissioner's Office register. • To ensure policies and procedures reflect best practice, and are reviewed and updated to meet business need. • Lead the operational management of the PHSO's information rights function responding to complainants, employees and the public's information requests including Freedom of Information, Subject Access Requests and new information rights available under GDPR. • To be accountable for the review and publication of information rights responses • Direct the lawful and proportionate management of information assets ensuring that appropriate registers, risk assessments and privacy impact assessments are conducted for each asset. • The control of third party access to Information Assets including all categories of personal information. • The assurance of third party information processors operating on behalf of PHSO • Contribute to development and management of the business continuity plan, including participation in incident control and crisis management for events which affect potential data loss. • To lead accreditation to national and international standards and networks including but not limited to Cyber Essentials, NHS Information Governance Toolkit and national secure networks. • To deliver a robust schedule of assurance and cyber security vulnerability testing including clear desk sweeps, phishing simulations, penetration testing, social engineering, spoofing (spear phishing) and any other activity as required by emerging technological or social risks. • To audit and assure the integrity of personal data controlled by PHSO. • To ensure the timely and appropriate disclosure of information to the PHSO publication scheme.
<p>Generic Duties:</p> <ul style="list-style-type: none"> • To promote, support and act as a role model for the PHSO's vision and values of Independence, Fairness, Excellence and Transparency. • To manage the team's delivery against agreed targets and quality standards. • To lead and manage change in own area and within the wider PHSO management community. • To manage, support, develop and coach the team enabling high performance. • To participate in learning & development activity and professional development, as required, in relation to the role. • To contribute to an environment of continuous improvement and excellence. • To provide excellent customer service to all internal and external stakeholders. • To take decisions in accordance with the role's delegated authority under the casework and/or non-casework delegation schemes. • To ensure all legislative, regulatory, policy, process, procedures and guidance requirements of PHSO are adhered to and appropriately evidenced to the role's line manager. • To complete any other duties commensurate with the role.

Person Specification

Essential Criteria

Knowledge

- Educated to degree level or equivalent professional experience
- Data Protection Practitioner qualification
- Excellent understanding of information security risk management
- Sound understanding of privacy rights and technological capabilities
- In depth understanding of information security legislation (including GDPR and FOI)

Skills

- Strong people management skills
- The ability to build, sustain and manage relationships with people at all levels, including senior managers and stakeholders
- Strong influencing and negotiation skills
- Excellent communication and stakeholder skills
- Strong analytical ability
- Problem-solving skills
- Good planning and organizational skills

Experience

- Experienced information security professional with industry-recognised credibility
- In-depth understanding of the technologies and architectures supporting information security protection, and the factors informing user experiences
- Proven track record implementing information assurance regimes across devices, channels (e.g. web, app, phone), systems, roles and organisations and operating in time critical, diverse corporate environments
- Extensive practical experience developing/publishing/maintaining controls, systems, access and policies for complex organisations
- Experienced people manager able to lead and manage through change

Desirable Criteria

Knowledge

- Information Security specific qualifications: CISSP, CISM
- Demonstrable experience in logical design and information architecture either as technical design authority or equivalent
- Demonstrable privacy by design expertise that enable accessible and efficient user experiences
- project management and/or programme management qualifications: PRINCE2, MSP
- risk management qualifications (MoR)
- Understands the vendor market for privacy and information applications and systems

Competencies

Engaging People

Communicating Effectively

Communicates ideas and information effectively, both orally and in writing. Uses language and a style of communication that is appropriate to the situation and people concerned.

Team Working, Diversity and Inclusion

Develops strong working relationships inside and outside the team to achieve common goals. Breaks down barriers between groups and involves others in discussions and decisions. Creates an inclusive environment, one from which all staff can benefit, contribute and feel valued.

Customer Focus

Provides excellent services to meet internal and external customer needs. Understands the needs and perspective of the customer and looks for ways to adopt an approach during each stage of the process that is tailored and sensitive to their case or circumstance.

Organisational and External Sensitivity

Continuous Improvement

Continually look to improve my skills, knowledge and ways of working and seeking ways to improve efficiency and value.

Managing Change

Continues to perform an acceptable standard during times of change. Maintains awareness of a constantly changing business environment and shows a desire to listen and be part of new ideas.

Organisational Awareness

This is about understanding the political landscape in which PHSO operates and some of the challenges we face in our aim to deliver 'more impact for more people'.

Delivering Results

Negotiating and Influencing

Sells the benefits of the position they are proposing, and negotiates to find solutions that everyone will accept.

Planning and Quality Focus

Plans activities to make sure resources are used effectively whilst ensuring quality is not compromised.

Creative and Analytical Thinking

Is able to analyse situations, diagnose problems, establish and evaluate alternative courses of action and produce practical and acceptable solutions. Continually seeks out ways of improving processes by problem solving to identify the root cause before making a decision.

Leadership

Maximising Potential

Actively encourages, and supports the development of self and others. Motivates and empowers others to achieve organisational goals. Creates an environment in which people take ownership of their own career progression, taking remedial action where needed while acknowledging and celebrating success.

Decision Making

Looks at issues with a broad view to achieve the organisations goals. Thinks ahead and prepares for the future.

Strategic Vision & Thinking

Using and understanding the bigger picture to uncover potential challenges and opportunities for the long term, and turning these into a compelling vision for action.