**Role Description**

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| Role title | Data Governance Manager | |  | 0.6 FTE (flexible working available) | Department | Governance |
| Reports to *(1)* | Company Secretary | | | | Direct reports *(1)* | None |
| Key relationships / interfaces *(1)* | Internal: | Chief officers, heads of department, data asset owners, trustees. | | | | |
| External: | Suppliers, contractors, APM volunteers. | | | | |
| Role purpose *(2)* | To provide a pragmatic and proactive data governance function. To actively review and support data processes to be compliant and effective. | | | | | |
| Breadth of responsibility *(3)* | The role is key to facilitate APM managing its data. This will be in terms of GDPR and data protection compliance, but with a proactive and pragmatic focus to help the business deliver its strategy effectively. The postholder will actively work across the entire business to constructively challenge and support best practice in data governance. | | | | | |
| Dimensions and limits of authority *(4)* | The scope of the role will cover the entire organisation and its activities. Given the scale of APM, the postholder will not need or have the formal title of data protection officer (nor the legal responsibilities associated with that title). | | | | | |

| **Key responsibilities / accountabilities** *(5)* | **Key performance measures** *(6)* |
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| * Be the subject matter expert for the organisation for data protection, data governance and privacy. Maintain an overview of requirements and updates to best practice ensuring these are considered and reflected in APM’s processes. | * Demonstration of knowledge to satisfaction of users. * Up to date suite of policies and processes. |
| * Interpret legislation and best practice to generate clear requirements and actions for data owners. Promptly and effectively answer queries and requests for assistance. | * Demonstration of knowledge to satisfaction of users. * Effective and swift responses to queries. |
| * Develop, monitor and maintain the required policies and procedures relating to data protection and data management. This to include security controls, protection, classification, retention, deletion, destruction, access controls, rationalization. | * Comprehensive and understood suite of policies and processes in place. |
| * To design and implement a training and awareness programme for the organisation, its employees and volunteers. Role specific training to be delivered for employees in higher risk roles. | * Suite of training and guidance in place. * Staff knowledge and awareness increased. |
| * Maintain registers of data processing activity and data sharing. Actively review with data asset owners and seek to reduce any risks and increase the effectiveness and efficiency of operations. Participate as necessary in project teams. | * Accurate and comprehensive registers in place. * Data owners aware of risks and actively engaged. |
| * Develop and carry out a continuing audit/assurance programme for data processing activity across the organisation. | * Reviews in place and considered effective and useful by data asset owners. * Risk registers evidence reduction in net risk. |
| * Investigate and manage data loss issues. Be the point of contact with the ICO and liaise over any regulatory issues. | * Records in place and any incidents handled well and within timelines. |
| * Undertake effective and proportionate data protection impact assessments (DPIAs) and legitimate interest assessments (LIAs). Ensure all data processing is undertaken on a lawful basis and that privacy and DPA implications are proactively and proportionately managed. | * Users find assessments helpful and proportionate. Risks are actively managed and reduced. |
| * To work with the IT department to support and challenge best practice on IT security controls. | * Effective IT controls in place. Risks known and mitigated. [IT dept responsibility] |
| * Proactively contribute to APM’s risk management processes and maintain a risk register for data governance. | * Maintenance of effective register |
| * Develop processes for requests made by data subjects to exercise their rights under GDPR. Assist the business in dealing with such requests and ensure all are fulfilled within the required timescales. | * Process in place * Requests dealt with in time |
| * Undertake other agreed duties commensurate with the grade of this post to support the Governance team and CEO’s office. | * Completion to satisfaction of colleagues. |

**Person Specification**

| **Attribute** | **Description** | **Essential / desirable** |
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| **Qualifications** | * Recognised qualification in data protection * Degree level education | * Essential * Desirable |
| **Experience** | * Operated at a senior level in a similar data governance or data protection role. * Experience of professional or membership bodies | * Essential * Desirable |
| **Knowledge** | * Comprehensive and detailed knowledge of all aspects of data governance. * Thorough understanding of risk management. | * Essential * Desirable |
| **Skills** | * Ability to work proactively and constructively with a wide range of people. Finding pragmatic solutions to assist people in delivering their goals. * Excellent communications and persuasion skills. * Strong analytical ability and excellent attention to detail. | * Essential * Essential * Essential |
| **Behaviour / competency** | * See below | * Desirable |

| **Supporting Behaviours** | |
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| **Behaviour** | **Description** |
| Communication | * Writes and speaks clearly, concisely and persuasively |
| Customer and Supplier Focus | * Ability to understand the needs and priorities of customers (inside and outside the organisation) and the desire to meet their expectations |
| Working Together / Teamwork | * Demonstrates strong team-working ethic and ability to work with a wide range of stakeholders at all levels |
| Leadership and Developing People | * Ability to assist team members in reaching full potential through feedback, coaching, development and training |
| Problem Solving and Ownership | * Takes ownership of problems and can apply intellectual and creative skills to implementing solutions |
| Improvement, Change and Creativity | * Willingness to challenge assumptions and ability to adapt or generate imaginative and innovative ideas |
| Planning and Organising | * Ability to develop clear, efficient and logical approaches to work |
| Organisational Commitment | * Can demonstrate commitment to the APM and actively embodies the values of the organization by maintaining a professional image at all times. |
| Resilience | * Ability to maintain control and performance during stressful situations |