



Post: Information Governance & Compliance Manager

Responsible to: Chief Financial Officer (CFO)

Key contacts/Relationships

External contacts: OSCR, ICO, IoF and any other relevant regulatory organisations.

Internal contacts: All directorates and Board of Trustees.

Purpose

To lead and be the main point of contact for all aspects of data protection, privacy, information sharing, records management and related issues across the organisation. Establish, develop and deliver all information governance policies and procedures, promoting best practice and continuous improvement in line with applicable legislation. To oversee the controls surrounding the collection, processing and security of information across the organisation, ensuring ongoing compliance with current and future data protection regulations, and industry good practice.

To provide expert support, advice, training and guidance across the organisation concerning the on-going implementation of information governance policies and procedures, ensuring all colleagues are fully informed of their own responsibilities for acting within the law.

Key responsibilities:

Regulatory compliance and audit

- Establish and implement an overarching information governance strategy to meet statutory and legal requirements and an associated deployment plan.
- Promote a culture of data control and security within the organisation, communicate information governance best practice and provide subject matter expert assistance where required.

- Design and undertake departmental compliance audits of information governance standards across the Charity, and with key suppliers, to ensure standards are maintained.
- Using professional, expert judgement, ensure data protection and information governance issues/breaches are responded to, escalated, reported and managed in a timely way to SMT, the board and ICO/regulatory authorities, as appropriate. Ensure that lessons learned are disseminated/implemented throughout the organisation, and that the recommendations are audited at a later date to ensure continuing compliance.

Governance processes and practice

- Provide advice, support and reporting to SMT to ensure the effective management, monitoring and audit of information governance risks throughout the Charity. Maintain timely and accurate records/logs of all activities.
- Support and guide colleagues in third party contract review, ensuring adherence to relevant data handling obligations.
- Provide guidance on the information governance implications of new fundraising, marketing or other charitable activities, ensuring that procedures are proportionate to risk, including the completion of Data Protection Impact Assessments where appropriate.
- Deliver consistent, regular training and awareness raising activity to improve general understanding of data protection requirements and responsibilities amongst all staff within the organisation and provide targeted ad-hoc training as required. The nature of the role demands that highly complex, sometimes contentious, statutory and regulatory requirements are implemented across the organisation whilst still enabling fundraising, marketing and other charitable activities to be carried out effectively.
- Manage the records management framework, including naming conventions, filing structures and access control. Support the management of off-site storage and appropriate retention and destruction. Lead the development and maintenance of an information asset register.
- Manage the Subject Access Request process and other data subject rights matters.

Generic Information to all Roles

- The responsibilities within the job description are not exclusive or exhaustive. They highlight the major tasks and duties of the role and the post holder may be required to undertake other duties that are consistent with the overall purpose of role.
- We expect every job description will be subject to an annual review. In addition, posts may be reviewed where requirements of the charity change.
- We expect every member of staff to be a role model to others within and external to the charity in the course of their duties, upholding the charity's values.

Person specification

Requirements	Essential	Desirable
Educational attainment	An appropriate qualification or certified EU General Data Protection Regulation Foundation and Practitioner (GDPR) training course.	
Experience required	<p>A comprehensive knowledge of concepts, principles and associated legislative/regulatory requirements for Information Risk, Records Management and Data Protection, gained through broad and in-depth experience (a recognised expert and acknowledged authority within your field of expertise).</p> <p>Leading the audit of data management systems and processes.</p> <p>Development of clear and understandable policies and procedures.</p> <p>Delivery of successful guidance, training and advice to colleagues.</p>	<p>Working within a not-for-profit organisation.</p> <p>A detailed knowledge of relevant charity fundraising regulations and codes of practice.</p>
IT experience	<p>A sound working knowledge of IT systems generally and understanding of data storage, transfer, retrieval and security.</p> <p>In-depth knowledge and experience of CRM systems.</p> <p>Knowledge and understanding sufficient to discuss requirements and solutions confidently with IT staff.</p>	Salesforce CRM

Skills and aptitudes required	<p>Ability to think strategically and broadly.</p> <p>Ability to exercise professional judgement in handling requests for varied information from various sources.</p> <p>Ability to confidently, effectively and diplomatically communicate with people at all levels, including the board of trustees.</p> <p>Ability to work independently and with minimal guidance.</p> <p>Strong written and oral communication skills.</p> <p>Ability to deliver understandable guidance, advice and training to colleagues.</p>	
Interests	<p>Charity Work.</p>	<p>Knowledge of Worldwide Cancer Research.</p>
Other requirements	<p>Ability to travel throughout the UK if required for meetings/key events.</p> <p>Commitment to attend training courses to update knowledge and skills.</p>	

Worldwide Cancer Research

1st Floor, Canning Exchange, 10 Canning Street, Edinburgh EH3 8EG
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