New City College

Job Description

TITLE:	Data Governance Officer
GRADE:	Scale 7
RESPONSIBLE TO:	Group Director - Data Governance & Compliance

PURPOSE OF JOB:

To support the Group Director – Data Governance & Complaints in ensuring the organisation meets its statutory obligations under data protection legislation and freedom of information requirements.

Oversee information rights requests, including Subject Access Requests (SARs), Freedom of Information (FOI) requests, and data protection enquiries, while supporting the organisation in maintaining a culture of compliance, transparency, and accountability.

Provide cover for the Senior Group Complaints Officer in their absence.

MAIN TASKS AND RESPONSIBILITIES:

- Maintain an up-to-date knowledge of the General Data Protection Regulations (GDPR), Freedom of Information Act and broader data governance.

Data Protection

- Lead the administration and co-ordination of Subject Access Requests (SARs) and other individual rights requests under UK GDPR and the Data Protection Act 2018.
- Provide advice and guidance to managers and staff on data protection legislation and best practice.
- Support the investigation, management and reporting of data breaches and information security incidents.
- Maintain records of processing activities and data protection documentation.
- Assist with Data Protection Impact Assessments and privacy risk assessments.
- Monitor compliance with UK GDPR and related legislation.

- Deliver training and awareness activities.
- Liaise with the Information Commissioners Office as required.

Complaints

- Cover for the Senior Group Complaints Officer in their absence.

Freedom of Information

- Manage and coordinate FOI requests.
- Monitor statutory response times and ensure compliance with legal deadlines.
- Gather, review and assess information for disclosure.
- Apply exemptions and exceptions appropriately.
- Maintain records and reporting information.
- Support internal reviews and FOI complaints.

Governance and Compliance

- Maintain information governance records and registers, ensuring confidentiality.
- Support audits, compliance reviews and inspections.
- Produce management information and performance reports.
- Identify trends, risks and improvement opportunities.
- Work collaboratively with legal, IT, compliance and operational teams.

In common with all other Staff:

- To support the College's mission, vision, values and strategic objectives.
- Awareness of how inclusive curriculum and services impact our diverse student community, with a commitment to supporting these values in operational roles.
- Demonstrated ability to implement HR policies and practices within business support functions, through a diversity, equality and inclusion lens, with a commitment to addressing systemic inequalities.
- Proven ability to deliver services and support to culturally and ethnically diverse communities, contributing to an inclusive college environment.

- To take responsibility for one's own professional development and participate in relevant internal and external activities.

- To implement the College's safeguarding policies and practices.

- To implement your health and safety responsibility in line with the College's Health and Safety policy.

- To undertake any other duties commensurate with the grade and responsibilities of the post which may be required from time to time.

Additional Information:

Hours of work: 35 hours per week - all year round. Routine fixed daily start and finish times between 08:30 and 17:00 by agreement.

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.