

Role Description

Manager Information Governance



Customer
Service

Cluster	Customer Service
Department/ Agency	Department of Customer Service
Division/ Branch/Unit	Corporate Services/ICT/Information Management
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	224214
PCAT Code	3221352
Date of Approval	February 2020

Primary purpose of the role

Responsible for managing, monitoring and reporting on information management systems and processes, operating within the framework that supports governance, risk, privacy and security. This includes control, audit, legislation and regulatory requirements, ensuring a positive contribution to the organisation's goals and objectives in the delivery of secure and reliable information management practices.

Key accountabilities

- Develop, implement and monitor reporting mechanisms for governance and risk practices to support compliance and highlight areas of exposure
- Monitor and review compliance with risk management strategies and practices to ensure activities are meeting required standards and provide reasonable assurance that the operating environment and function consistently apply practices that support enterprise standards and policies
- Develop solutions to address organisational gaps in information risk management and plans, including the development of response plans to address any risk should they eventuate to support the continued security of information and databases
- Review and address identified risks and breaches to ensure the organisation's assets and information are appropriately secured at all times
- Manage the development, maintenance and communication of the organisation's Records, data and Information Management Policies and procedures to maximise awareness and compliance
- Manage incident investigations and review and assess information management controls to ensure identified risks are managed appropriately and maintain the ongoing effectiveness of standards and control mechanisms
- Perform focused risk assessments of new and existing services and technologies providing results to business and management with consultative advice to enable informed risk management decision making

Key challenges

- Maintaining currency and applicability of subject matter knowledge and the links to legislative, legal and statutory changes relating to information governance and risk management given a high volume work environment with tight deadlines

- Embedding best practice tools and techniques and information governance across the business while maintaining service standards and building effective internal and external relationships with customers who have potentially competing priorities
- Promoting the benefits of meeting information management obligations and/or improving business processes to support digital information management practices to a client base which may not see this as a key priority or their responsibility

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, advise and receive instructions ▪ Report on compliance metrics and suggest potential improvements ▪ Identify sensitive and emerging issues and risks and provide recommendations ▪ Participate in meetings and discussions to share information and provide input and feedback
Direct reports	<ul style="list-style-type: none"> ▪ Guide, support, coach, mentor and manage performance ▪ Review work and proposals to ensure integrity and accountability of decision making ▪ Provide own perspective and share information ▪ Work collaboratively with, inspire and motivate
Work team	<ul style="list-style-type: none"> ▪ Guide, support, coach, mentor, inspire and motivate team, provide direction and manage performance ▪ Review the work and proposals of team members in the role's areas of specialisation and accountability, assist in management of project related risk ▪ Encourage team to work collaboratively to contribute to achieving the team's business outcomes ▪ Ensure compliance with security policies
Clients/customers	<ul style="list-style-type: none"> ▪ Resolve and provide customer focused solutions to issues ▪ Create awareness of policies and standards associated with governance, and risk and how they are applied in the organisation ▪ Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert advice and regular updates
Internal partners	<ul style="list-style-type: none"> ▪ Undertake assessments of compliance with risk, privacy, and information security governance practices ▪ Identify and integrate the ICT/digital risk framework with the corporate risk framework
External	
Suppliers	<ul style="list-style-type: none"> ▪ Undertake external audits and security reviews ▪ External security threat assessments

Who	Why
Auditors	<ul style="list-style-type: none"> ▪ Provide information ▪ Respond to auditor requests
Other Government Agencies	<ul style="list-style-type: none"> ▪ Work with other agencies to share information and guidance

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Executive. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

Reporting line

Director, Information Management

Direct reports

This role has 1-5 direct reports

Budget/Expenditure

As per the Customer Service delegations

Essential requirements

Relevant tertiary qualifications and/or equivalent experience

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Model the highest standards of ethical and professional behaviour and reinforce their use Represent the organisation in an honest, ethical and professional way and set an example for others to follow Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act promptly on reported breaches of legislation, policies and guidelines 	Advanced
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Advanced
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	Adept



Results

Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

- Design and develop systems to establish and measure accountabilities
- Ensure accountabilities are exercised in line with government and business goals
- Exercise due diligence to ensure work health and safety risks are addressed
- Oversee quality assurance practices
- Model the highest standards of financial probity, demonstrating respect for public monies and other resources
- Monitor and maintain business-unit knowledge of and compliance with legislative and regulatory frameworks
- Incorporate sound risk management principles and strategies into business planning

Advanced



Business Enablers

Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Champion the use of innovative technologies in the workplace
- Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
- Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes
- Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
- Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies

Advanced



People Management

Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way

Adept

- Monitor and report on team performance in line with established performance development frameworks

Occupation specific capability set



Strategy and Architecture - Information Strategy Enterprise IT Governance

The establishment and oversight of an organisation's approach to the use of Information systems and digital services, and associated technology, in line with the needs of the principal stakeholders of the organisation and overall organisational corporate governance requirements. The determination and accountability for evaluation of current and future needs; directing the planning for both supply and demand of these services; the quality, characteristics, and level of IT services; and for monitoring the conformance to obligations (including regulatory, legislation, control, and other standards) to ensure positive contribution of IT to the organisation's goals and objectives.

- Reviews current and proposed information systems for compliance with the organisation's obligations (including legislation, regulatory, contractual and agreed standards/policies) and adherence to overall strategy
- Provides specialist advice to those accountable for governance to correct compliance issues.

Level 5 - GOVN

Strategy & Architecture – Information Strategy Information Assurance

The protection of integrity, availability, authenticity, non-repudiation and confidentiality of information and data in storage and in transit. The management of risk in a pragmatic and cost effective manner to ensure stakeholder confidence

- Interprets information assurance and security policies and applies these in order to manage risks
- Provides advice and guidance to ensure adoption of and adherence to information assurance architectures, strategies, policies, standards and guidelines
- Uses testing to support information assurance
- Contributes to the development of policies, standards and guidelines..

Level 5 - INAS

Strategy and Architecture, Information strategy, Information Governance

The overall governance of how all types of information, structured and unstructured, whether produced internally or externally, are used to support decision-making, business processes and digital services. Encompasses development and promotion of the strategy and policies covering the design of information structures and taxonomies, the setting of policies for the sourcing and maintenance of the data content, and the development of policies, procedures, working practices and training to promote compliance with legislation regulating all aspects of holding, use and disclosure of data.

- Develops organisational policies, standards, and guidelines for information and records management ensuring that uniformly recognised and accepted data definitions are developed and applied throughout the organisation
- Ensures that the business processes and information required to support the organisation are defined, and devises appropriate processes and data architectures
- Identifies the impact of any relevant statutory, internal or external regulations on the organisation's use of information and develops strategies for compliance
- Leads and plans activities to communicate and implement information management strategies
- Coordinates information resources to meet specific business objectives whilst maintaining the principles of professional standards, accountability, openness, equality, diversity and clarity of purpose
- Implements systems and controls to measure performance and manage risk


Level 6 - IRMG






Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate

 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Advanced
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Advanced
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept
 SFIA	Skills & Quality – Quality & Conformance Conformance Review	The independent assessment of the conformity of any activity, process, deliverable, product or service to the criteria of specified standards, best practice, or other documented requirements. May relate to, for example, asset management, network security tools, firewalls and internet security, sustainability, real-time systems, application design and specific certifications	Level 5 - CORE
	Strategy & Architecture - Business Strategy & Planning Business Risk Management	The planning and implementation of organisation-wide processes and procedures for the management of risk to the success or integrity of the business, especially those arising from the use of information technology, reduction or non-availability of energy supply or inappropriate disposal of materials, hardware or data.	Level 5 - BURM