

**ROLE:** Information Governance Officer  
**REPORTING TO:** Ricci Wilding – Information Governance Manager  
**ROLE PURPOSE:** The Information Governance Officer will work in our Information Governance Team and support the Information Governance Manager in supporting our customers with their Information Governance requirements.  
**SALARY:** £40k - £45k  
**TO APPLY:** [Information Governance Officer | Smartdesc - Charity IT Specialist | LinkedIn](#)

## ROLE INFORMATION

As the Information Governance Officer, you will be working with the Information Governance Manager to monitor and maintain our compliance with the EU/UK GDPR and help support our clients Information Governance requirements.

## KEY TASKS AND RESPONSIBILITIES

- ✓ Complete Data Protection Impact Assessments and identify ways to minimise and eliminate risk.
- ✓ Develop and maintain policies and procedures, identifying areas for improvement.
- ✓ Raise awareness and profile of Information Governance internally and with our clients.
- ✓ Provide information governance support to our customers and advise on complex data protection issues.
- ✓ Carry out audits to ensure that current controls are effective.
- ✓ Provide data protection training to both internal staff and our customers.
- ✓ Assist with the investigation of security incidents.
- ✓ Working on all Information Governance documentation including Policy and Procedure reviews and documenting changes to processes.
- ✓ Keep up to date on news, best practice and changes to information legislation then communicate to the business where necessary.

## PERSON SPECIFICATION

We are looking for an Information Governance Officer to join our team in a varied role. You will have an opportunity to develop and implement a wide range of solutions internally and for our clients including data protection audits and compliance programmes.

The traits we are looking for in the successful candidate include:

- Very dependable and can be relied on to complete their responsibilities
- A passion and hunger for information governance, with a desire to develop and progress with the company, including on the job learning.
- The ability to balance and prioritise multiple tasks at once
- Excellent communication skills both written and verbal
- Process orientated with the ability to think analytically
- Responsible with effective time management
- Well organised and proactive, with outstanding attention to detail
- A positive can-do attitude and a self-starter who can work under their own initiative
- Be a life-long learner who is results and action orientated

- Should be able to work independently but always be comfortable working in a team environment.

## SKILLS AND EXPERIENCE

Your skills and experience will include:

- ✓ Hold a data protection qualification (i.e. GDPR Practitioner Certificate) (advantageous though not mandatory)
- ✓ An excellent understanding on the application of information legislation including the GDPR, Data Protection Act 2018 and The Privacy and Electronic Communication Regulations 2003
- ✓ Ability to identify and demonstrate up-to-date knowledge and understanding of the information governance landscape and associated case law.
- ✓ Analytical thinking and strong problem-solving skills.
- ✓ Ability to identify and develop strong working relationships with clients, key stakeholders and fellow consultants.
- ✓ Have an exceptional attention to detail.
- ✓ Ability to display strong verbal and written communication skills, especially involving documentation and report writing.
- ✓ Enthusiastic about building a career in Information Governance
- ✓ Completing Data Protection Impact Assessments
- ✓ Maintaining general compliance with data protection legislation
- ✓ Investigating Security Incidents
- ✓ Understanding of the NHS Data Security and Protection Toolkit

## ABOUT SMARTDESC

Smartdesc are a modern and innovative IT Managed Services Provider (MSP) delivering a wide range of IT and Consultancy services to private companies and charities in the UK. Our staff are split across two countries, the UK and Greece. On-site and project delivery services are run from the UK, with 1st, 2<sup>nd</sup> and some 3<sup>rd</sup> line technical support being delivered from our Greek office near Thessaloniki. Smartdesc focus on delivering services to an extremely high quality, efficiently, and affordably. This has driven our success. Since incorporation in 2012 we have grown to over 50 staff and are projected to have a £3M turnover in our current Financial Year.

Staff who choose to work for Smartdesc are of the highest quality, and one of the main reasons for our success. We invest in our staff which leads to a very high staff retention rate of 98%.

## OUR VALUES

This is what is important to Smartdesc and how we work;

- Be led by the Customer mission
- Collaborate fast & efficiently
- Care about people
- Innovate & Improve
- Love problem solving
- Take responsibility, show initiative & act with integrity

## WHY PEOPLE CHOOSE TO WORK FOR SMARTDESC

- Fast, long-term career development. Smartdesc invest in our staff through training, both e-learning (Pluralsight), labs, and exams, an annual personal development plan (PDP), mentoring, and a strong support framework from colleagues, managers and HR. We want our staff to evolve and grow with the company.

- Technology. Smartdesc work hard to lead our competitors in bringing new technologies to market. Staff at Smartdesc are exposed to the latest technologies so they can understand and share the benefits of those technologies with our customers.
- Wellbeing. Smartdesc invest in Workplace Wellbeing and are aligning to the Mind Workplace Wellbeing Index (<https://www.mind.org.uk/workplace/workplace-wellbeing-index/>).
- Benefits. Smartdesc pay good salaries with annual bonus active after 12 months based on company performance. Salaries are reviewed in line with PDP goals.
- Transparent approach: staff are provided with clear and fair KPIs on how their performance will be measured, and how they measure that of their colleagues. We encourage learning proactively and ensure that mistakes are similarly an opportunity to learn.
- Responsibilities: We encourage staff to develop their responsibilities and work independently and proactively, with their support network available when required.
- Remote working: staff have the option of working at home for two days per week (*note – increased work from home arrangements are in place during the COVID-19 pandemic*)

## HEALTH AND SAFETY RESPONSIBILITIES

1. Always implement the legal obligation to maintain a safe working environment
2. Follow the company's procedures, as described in the Health & Safety Policy
3. Report anything unsafe to the Directors and report accidents, near misses, and so on in the accident book

## GENERAL INFORMATION

1. The employee must Implement the policies and procedures set out in the Employment Handbook
2. The role will involve travel to customer sites mainly within London
3. When not required at customer site, our staff can work from the Smartdesc London office and from home.
4. Core hours are 9:00 to 17:30 Monday to Friday. Occasional evening or weekend work may be required during go live / deployment windows, but this is the exception not the norm – Smartdesc places a strong emphasis on work/life balance.