



Job Description

Role Title: Head of Governance and Compliance (DPO)

Salary: £61,469 - £71,590

Location: Bradford

Reports to: Director of Strategy and Governance

About us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families, and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people, and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism, and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership, and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

Our purpose: To provide high-quality services with partners that help safeguard, support, and promote the welfare of children, young people, and families across the Bradford District.

We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

Department Overview

The Strategy and Governance Directorate plays a critical role in supporting the Trust's core activities by collectively contributing to the Trust's overall effectiveness and efficiency as well as developing the Trust's medium and long-term plans. We are responsible for ensuring there is synergy across all the enabling functions to ensure effective decision making, which underpins quality operational delivery to provide value for money, efficiency, and effectiveness in all its services for children and young people across Bradford Districts.

With the Directorate we cover 4 core functions: Governance & Compliance, Strategy & Partnerships, Programme Management Office and Board Secretariat including support for all the committees.



This is an exciting time to join the team that is growing and working on development and delivery of effective strategic planning aligned to the needs and aspirations of the Children and Families of Bradford Districts.

Role Summary

The Head of Governance and Compliance you will be accountable for the implementation and oversight of Trusts governance management activities. The role involves exercising strategic and operational leadership across all areas of complaints, governance in particular information governance and risk, by working collaboratively with Senior Leaders to help deliver on Trust vision of high-quality care and promote the welfare of children and families. You will also be required to work closely with the Trusts Caldicott Guardian, SIRO and Risk Lead to deliver robust governance arrangements.

The Head of Governance and Compliance will lead the development of robust Trust information governance policies and procedures in line with legislation and best practice, and ensure those standards are understood and adhered to, including spend efficiencies management and compliance.

As the Trusts Data Protection Officer, the postholder will play a critical role in ensuring robust arrangements are in place to ensure the safety and security of personal information. As a subject matter expert for information governance, they will assist in the investigation of incidents and breaches of Data Protection and provide expert advice throughout the Trust.

This role includes overseeing and leading the management of serious incidents involving information governance breaches and to audit and assess systems and processes currently utilised within the Trust with relevance to Information security and confidentiality. The role will also be accountable for the delivery of the work of the Customer Care team, through their management of the Customer Care Manager, ensuring complaints are appropriately instigated and resolved. You will oversight and expertise to ensure the appropriate management of Stage 1-3 Complaints, Data Subject Access Requests (DSAR), Freedom of Information requests Act (FOI) and Access to Records, ensuring high quality responses are provided and that statutory obligations are met.

It is also vital staff have the skills and abilities to deliver strong governance across the trust and there will be a requirement to develop and roll out training programmes to managers and staff to support information governance and wider trust governance, ensuring all members of the Trust are aware of and appreciate the importance of governance.

Main Duties and Responsibilities

Trust Governance

- Developing the organisational governance framework for the Trust and support the delivery of the Trusts Organisational Effectiveness Plan in full.
- Ensure the scheme of delegation, spend efficiencies management and financial controls work are delivered to the highest standard and understood across the organisation.



- Implement a risk based approach to internal audit processes and ensure the effective management of the internal audit contract and engagement of the organisation with the finding from the Internal Audits.
- Analysing complex data to inform the development of strategies and appropriate reports for key governance metrics from across the team and ensure these are reported monthly via the Corporate Dashboard.
- Incident identification, incident closure, quality control, incident themes and trends reporting to ensure effective organisational governance systems and processes are in place.
- Working across the Trust, and with key partners e.g. Research Academies and the Council, to develop governance skills and competencies through the delivery of effective training programmes and monitoring attendance and compliance with statutory and mandatory training.
- Finding innovative ways of helping the organisation to learn from incidents and ensure we meet all of the Trusts values.
- Liaising with colleagues across the organisation with overall aim of ensuring that the Trust delivers the highest quality of care across all its services and continuously learns and develops.

Information Governance

- Act in the capacity of Trust DPO and be responsible for:
 - Ensuring that controllers and data subjects are informed about their data protection rights, obligations and responsibilities and raise awareness about them;
 - Give advice and recommendations to trust staff about the interpretation or application of the data protection rules.
 - Ensuring data protection compliance and help the organisation improve accountability in this respect.
 - Overseeing effective management of queries or complaints on request to the Trust with regard to information governance data protection.
 - Draw the Trust's attention to any failure to comply with the applicable data protection rules.
- Develop an Information Governance Strategy and detail any risk registers, action plans, priorities and develop and maintain Information Governance related strategies and policies.
- As the subject matter expert, provide independent and objective advice for the Senior Leadership Team and Trustees on data protection and information governance matters.
- Implement the Information Governance agenda ensuring that annual assessment audits of Information Governance practice are undertaken in accordance with the required completion dates, ensuring all the required evidence is collected and collated in order to substantiate the scoring declared.
- Audit all areas of non-compliance in conjunction with the Internal Audit team.
- Lead the coordination, publication and monitoring of the standards of information handling throughout the organisation, through creation of Trust wide policies, procedures and standards in line with national standards such as ISO17799 (Information Security Standard) and the appropriate Standards.



- Be accountable for the provision of specialist Information Governance advice and guidance to the Trust and provide expert guidance and advice on IG matters to Trust staff, including ways of redesigning information processes to enhance service delivery and care quality/
- Promote Data Protection awareness throughout the organisation by developing and providing training, written procedures and information that is widely disseminated and made available to staff and patients.
- Work in partnership with the SIRO and Caldicott Guardian.
- Provide regular and ad-hoc reports for the Information Governance Group and other oversight groups.
- Ensure customers are provided with information on their rights under Data Protection Act and other relevant legislation via leaflets, posters and internet postings.
- Be accountable for ensuring the IG Team is completing and maintaining a database to record and track Subject Access Requests, Access to Records requests and requests for information made by Police or Court Order.
- Ensure the maintenance of the Disclosure Log containing all information released under the Freedom of Information Act and ensure that the publication scheme is regularly maintained and responses are within the prescribed timelines.
- Lead or assist with investigations into complaints and incidents relating to breaches of the Data Protection Act and other privacy legislation.

Customer Care and Complaints

- Leads a team that promotes an effective Complaints process facilitating appropriate response to complaints and compliments in line with policies and statutory requirements.
- Provide strategic oversight and leadership of the Service and to provide strategic and operational leadership, direction and specialist service expertise in the development and implementation of policies relevant to the Customer Care Service.
- Ensure the Customer Care Team act as a central point of contact for anyone wishing to make a complaint and that they communicate effectively with all customers recognising and meeting the needs of the individual to ensure the complaints process is available to all.
- Work in partnership with key stakeholders including the Customer Care Manager, legal advisors and the Trusts Insurers to draft complex responses based on information supplied by staff to ensure complaint has been answered within prescribed timelines and that the language used to communicate the findings is appropriate for the audience and effectively communicates the findings.
- Negotiate with all parties involved in complaints to effectively manage expectations and agree an achievable outcome.
- Be accountable for the development of accessibility and Equality, Diversity and Inclusion data to understand and ensure there are no gaps in services.
- Oversee the development of the Annual Customer Care Report, using this to identify learning and opportunities to continuously improve our services, and where possible develop this to include the voice of the child and feedback from complainants.



Effective Development of the Team

- Provide line management of the Deputy DPO, Customer Care Manager and leadership oversight for their teams ensuring that the competencies of the teams are continuously improved and that the team keep up to date with current legislation.
- Oversee the team in the delivery of the Information Governance and Customer Care function.

About you

- Masters level qualification in a relevant field and/or equivalent experience.
- Hold a governance qualification e.g. ICSA or other relevant qualification or experience.
- Experience of working in a role with extensive focus on governance for over 5 years.
- Member of relevant professional body.
- Evidence of post qualifying and continuing professional development.
- Excellent presentation skills with ability to demonstrate and represent service to ELT, Council and other key stakeholders.
- Ability to provide and receive highly complex, sensitive or contentious information, negotiate with senior stakeholders on difficult and controversial issues, and articulate complex and sensitive information to large and influential groups verbally and in written documentation.
- Be able to challenge staff on the findings of a complaint investigation while maintaining effective working relationships with those involved.
- Proactive with ability to use initiative to decide relevant actions and make recommendations with the aim of improving deliverables and compliance to policies, working to tight and often changing timescales.
- Excellent knowledge of social care corporate governance, regulation and professional standards, coupled with an in-depth knowledge of legislative developments and national best practice.
- Good analytical skills: able to assimilate, interpret and present complex information from a wide range of sources in a clear and logical manner.
- An understanding of equality and diversity and how the role should be carried out to uphold our Trust values.