

# Information Manager Job Profile

## ***Introduction***

Information Managers develop, implement and continually review and refine the organisation's information governance, including its information management strategy, policy and processes to promote good practice and maintain compliance with statutory obligations. They ensure best practice is implemented within the organisation with regards to the acquisition, management and organisation of information, and facilitate access to information to maximise its exploitation and re-use.

Information Managers provide advice and guidance to the organisation in respect of information handling, information lifecycle management and the interpretation of policy, and are pivotal in the procurement/acquisition/design of information assets, systems and applications, their management through life and their decommissioning. They also support information risk owners in discharging their responsibilities, working closely with Information Assurance (IA) and Information Technology (IT) colleagues.

## ***Tasks***

As an Information Manager you could have the following responsibilities:

- Develop the department's Information Governance strategy
- Keep abreast of legislative changes which may impact the department and amend information management practices as required
- Develop appropriate retention and disposal schedules for electronic content
- Provide advice on information management issues and promote best information management practice
- Ensure information management processes are kept up to date and reviewed regularly to ensure they are fit for purpose under latest KIM guidelines
- Collaborate with teams and networks across the department and cross-government to understand stakeholder concerns, build consensus and help land KIM messaging
- Conduct information audits to ensure assets are safeguarded and the appropriate controls applied

- Support the procurement of information technology systems and applications
- Advise on information risk.

## ***Skills Required by Information Managers***

### **Awareness Level (AA/AO)**

1. Using, evaluating and Exploiting Knowledge and Information:
  - Has a basic awareness of Information Management and Information Assurance (IA) techniques and processes that ensure the effective use and exploitation of information, and employs them in everyday use, e.g. generating, managing and exploiting information effectively.
  - Follows Information Management practices and procedures in accordance with instructions and knows when to seek more specialist support, e.g. assists with preparing responses to Data Protection Act (DPA) subject access requests and asks for assistance from DPA specialists as required.
  - Recognises the importance of maintaining information quality and integrity, e.g. identifies issues in the course of day to day work with non-compliance of data input standards.
  - Recognises the benefits of collaborative working and knows how to use tools to support effective collaboration, e.g. supports the production and sharing of documents relating to an information project
2. Acquiring, Managing and Organising Knowledge and Information
  - Applies Information Management good practice and standards to own work, e.g. complies with document naming conventions.
  - Has a basic understanding of the different business requirements for protecting information and applies the appropriate standards and policies for handling, storing, disseminating and preserving it, e.g. applies the appropriate Government Security Classification (GSC).
  - Has a basic understanding of the need to manage information throughout its lifecycle and applies retention and disposal principles to own information, e.g. disposes of own information that has reached its retention limit.
  - Has a basic understanding of good Information Management principles and ensures that own information is made available and used, e.g. saves information to an electronic document and records management system (EDRMS) or corporate record centre so others can access as appropriate.
3. Information Governance

- Has a basic awareness of relevant Information Governance legislation, policy and standards, e.g. understands basic DPA principles and how they apply to own information.
- Operates Information Governance practices and procedures in accordance with instructions and knows when to seek more specialist support, e.g. if information is required to be shared with a third party but there is no identifiable legal mechanism.
- Identifies discrepancies/updates required in Information Management policy and brings it to the attention of the policy owner, e.g. if there has been a recent organisational change that is not reflected in Information Management policy

## **Practitioner Level (EO/HEO)**

### **1. Using, evaluating and Exploiting Knowledge and Information:**

- Applies Information Management good practice and standards, e.g. Information Management maturity model ISO-15489-1.
- Understands the range and scope of core information assets and repositories, and facilitates appropriate access to them, e.g. understands where the organisation holds its information and how it is accessed.
- Understands and applies coherent Information Management and Information Assurance (IA) techniques and processes to ensure the effective use and exploitation of information, e.g. applies organisational guidance to ensure that users are generating, managing and exploiting information effectively.
- Provides Information Management advice to stakeholders, e.g. contributes to developing new electronic document and records management systems (EDRMSs) and web content management systems.
- Has a basic awareness of how information flows across the organisation, e.g. understands the impact of changing Information Management policy on interdependent business areas or understanding where to go when carrying out legal searches such as subject access requests and disclosures.
- Works with stakeholders to identify information skills gaps and develops relevant services, training, advice or guidance proactively to meet business needs, e.g. creates guidance so that individuals can understand how they can use and share information or interpret information policy for the business.

### **2. Acquiring, Managing and Organising Knowledge and Information**

- Applies Information Management good practice and standards, e.g. ensures web content works with screen readers for visually impaired colleagues or applies the Data Protection Act (DPA) when handling personal data.
- Understands the different business requirements for protecting information and applies the appropriate standards and policies for handling

and storing, e.g. sets up a restricted access folder, allowing access when appropriate.

- Understands the need to manage information throughout its lifecycle and applies agreed retention and disposal policies, e.g. ensures that documents have correct metadata.
- Applies good Information Management principles to manage and organise information so that it can be made available, used and transparent where appropriate, e.g. Implements government principles so that documents can be created once, but used many times, giving documents meaningful titles so that they can be found and develops taxonomies, code lists and ontologies related to the role.

### 3. Information Governance

- Applies Information Governance good practice and standards, e.g. adheres to The National Archives (TNA) guidance where appropriate and having named individuals for information assets.
- Has a good understanding of the relevant policy and legislative framework and provides advice on how to achieve effective handling in accordance with the relevant compliance regime, e.g. understands overarching legislation, such as the DPA when handling personal data, and specific legislation such as the Regulation of Investigatory Powers Act.
- Understands when, where and how to seek legal or specialist advice, e.g. in the application of legal precedent, whether FOI exemptions apply or balancing tensions between the business need, policy and legislation.
- Works with stakeholders to identify Information Governance skills gaps and proactively develops relevant services, training, advice and guidance to meet business needs, e.g. produces guidance on handling personal data and recognises where there is a gap in knowledge.
- Identifies when Information Management policy is obsolete or requires updating in line with internal and external changes and contributing to the drafting and redrafting of policy, e.g. when acquisitions and mergers bring about conflicting policy or new legislation such as the Protection of Freedoms Act.
- Develops procedures for information handling that takes into account the organisation's risk management approach, e.g. produces guidance on labelling data for sharing purposes.

### **Leader Level (SEO/Grade 7 and equivalent)**

#### 1. Using, evaluating and Exploiting Knowledge and Information:

- Identifies opportunities in cases where Information Management is a key stakeholder, e.g. identifies a new information asset that is suitable to be shared under the transparency agenda.
- Develops the right networks and relationships to ensure that Information Management is integral to strategic decision-making across the

business, e.g. has regular bilateral meetings with IT and Information Assurance (IA) colleagues to share issues and best practice.

- Exploits opportunities for the organisation to derive maximum benefit from its information, e.g. facilitates information sharing between functional areas.
- Develops and champions best practice in using, sharing and exploiting information e.g. attends The National Archives (TNA) seminars and promulgates best practice resulting via local policy and practice.
- Coordinates and facilitates Information Management improvements for the benefit of the business, e.g. works with IT colleagues to optimise search and retrieval of information from information assets.

## 2. Acquiring, Managing and Organising Knowledge and Information

- Develops appropriate Information Management lifecycle policies and strategies in line with the relevant legal and policy framework, e.g. identifies appropriate retention timescales when a new information asset is acquired.
- Develops innovative approaches for acquiring, maintaining and managing information, e.g. works with security colleagues to mobilise information access.
- Ensures continuity of access to information resources through technological and organisational change, e.g. oversees the information aspects of mergers, acquisitions, and/or the transfer of functionality from one organisation to another.
- Ensures links are fostered between professions to instil Information Management best practice as professions and capabilities develop, e.g. digital profession.

## 3. Information Governance

- Develops policy for the Information Management aspects of information quality, risk and handling, e.g. works with audit and assurance colleagues to implement robust and regular audits of information processes and functions.
- Balances and mitigates different Information Management risks in accordance with organisational approaches and strategies, e.g. provides advice to audit and assurance committees on the information priorities for risk mitigation.
- Monitors, promotes and continually improves the relevant compliance regime, e.g. establishes and implements metrics that measure and allow reporting of trends in Information Management compliance.
- Identifies gaps and has awareness of overlaps between different compliance regimes, and manages any residual risks or competing requirements, e.g. works with IA and security colleagues to reinforce best practice/policy following information breaches.
- Collaborates with Information Asset Owners (IOAs) and other stakeholders to ensure compliance with the appropriate Information Governance regime, e.g. tackles issues arising in relation to availability, integrity and confidentiality in accordance with recognised government frameworks.

## **Senior Leader Level (Grade 6 and above)**

1. Using, evaluating and Exploiting Knowledge and Information:
  - Responsible for maximising Information Management improvement for the entire organisation, e.g. identifies Information Management areas for development and demonstrates improvement utilising relevant maturity models and metrics.
  - Leads and builds Information Management capability and culture within the team and across the organisation, e.g. liaises with training and development to ensure adequate basic, intermediate and advanced Information Management training is available.
  - Influences organisational strategy to ensure that Information Management is sufficiently recognised, valued and resourced, e.g. ensures that Information Management is an integral part of business planning and reporting by utilising Information Governance mechanisms.
  - Advocates Information Management and ensures the profession is visible both within government and across the wider KIM community, e.g. volunteers to assist with Information Management pan-government profession initiatives and ensure best practice is then cascaded within own organisation.
  - Ensures Information Management is considered as part of the strategic planning for business and organisational change, e.g. ensures that Information Management experts are consulted as part of the project initiation process.
  
2. Acquiring, Managing and Organising Knowledge and Information
  - Is the recognised and visible authority within the organisation for managing and organising information, e.g. provides expert advice to the Senior Information Risk Officer (SIRO), Chief Information Officer (CIO) and the Board on matters of Information Management.
  - Develops and communicates the strategic direction for acquiring and coordinating Information Management resources across the organisation, including for enterprise content management, e.g. writes Information Management business plans that complement the overall organisational strategy and aims.
  - Drives continuous improvement in the acquisition of Information Management resources, e.g. ensures that HR recruitment processes for Information Management specialists are run in line with guidelines for the profession.
  - Ensures that information infrastructure principles are communicated and integrated across the business, e.g. works with IT colleagues to ensure that the IT strategy underpins the information architecture and allows access to information as required.
  - Drives efficiencies and rationalises the use of Information Management resources, e.g. continually reviews and re-engineers Information Management processes as required to maximise outcomes.

- Drives initiatives to foster links between professions to instil Information Management best practice as professions and capabilities develop, e.g. digital profession.

### 3. Information Governance

- Identifies and develops appropriate Information Governance structures in conjunction with stakeholders and ensures there is accountability for information risks and issues and these are fully visible, e.g. aligns reporting with Information Assurance (IA) and IT colleagues to increase impact at Board level on key information issues.
- Ensures the appropriate internal governance and policies are in place to support compliance with relevant regimes, e.g. seeks external audit and advice to improve Information Management regimes.
- Proactively ensures alignment with wider organisational, Civil Service and external governance to enable full visibility and prioritisation of information risks and issues, e.g. cultivates a personal network of Information Management peers to identify and agree on joint strategies for Information Management improvement, collaborating to reduce costs.