



Information Governance & Compliance Officer JD

Reporting To	Chief Information and Technology Officer (CITO)
Location	Shrewsbury Business Park (with some flexibility for remote working)
Contract Type	Full Time (Permanent)
Hours	37.5 hours per week
Sector	Healthcare / Mental Health Services
Salary	£38-£46K (dependant on experience)

Role Overview

Mental Health and Well-being Services Ltd. (MHWS) is a growing healthcare provider delivering NHS-commissioned and private mental health services. As part of a strategic programme of organisational development, we are seeking an experienced Information Governance and Compliance Officer to take on a broad and substantive IG workload, working closely with the CITO (SIRO) and our external Data Protection Officer (DPO) provider.

This is a proactive role. The successful candidate will take ownership of day-to-day IG activity across the organisation, proactively engaging with external bodies, suppliers, NHS systems, and regulatory frameworks to build an accurate and current picture of our obligations and compliance position - rather than waiting on direction to initiate that engagement.

The post-holder will support information governance across both NHS-commissioned and private service delivery, ensuring compliance is maintained consistently across all areas of the organisation. However, the post-holder will not be working in isolation. The CITO, who also holds the SIRO designation, provides experienced oversight across all IG and IT matters and is readily accessible for guidance, direction, and escalation. The external DPO remains available for specialist input and sign-off on higher-risk matters. This is a role with real responsibility, but with a clear and supportive framework around it.

Key Responsibilities

Data Protection Impact Assessments (DPIAs)

This is a central and priority function of the role. The post-holder will:

- Lead the identification and scoping of DPIA requirements across the organisation, proactively recognising when processing activities or system changes trigger the need for a formal assessment

- Drive DPIA completion independently, taking responsibility for building the picture required - this includes directly contacting suppliers, system vendors, NHS bodies, and other external parties to gather the information needed
- Coordinate and draw on specialist input where required (for example, IT architecture, clinical workflows, or contractual detail) but retain ownership of the assessment and its progress
- Maintain a live DPIA register and ensure reviews are scheduled and completed in line with organisational and regulatory expectations
- Progress DPIAs through to conclusion, coordinating sign-off with the CITO/SIRO and external DPO as appropriate, ensuring the organisation retains a complete and auditable record of each assessment
- Liaise with the CITO and/or external DPO on higher-risk or novel assessments, presenting a developed position for review rather than seeking initial guidance
- Review and advise on data sharing and data processing agreements with third parties, ensuring appropriate safeguards and contractual terms are in place

Cross-Functional Working and Change Planning

- Work closely with other functions, such as IT, to gain sufficient oversight of current and planned processes, systems, and procedures, ensuring information governance and data protection considerations are identified and built into planning and implementation from the outset rather than addressed retrospectively
- Champion data protection by design and default across the organisation, ensuring new systems, processes, and projects are assessed for IG implications at the earliest planning stages rather than once implementation is underway

Information Rights & Data Subject Requests

Information rights requests are handled collaboratively between the post-holder and the Quality and Governance function, which typically coordinates day-to-day activity. The post-holder brings IG expertise to this shared process, taking a more direct or leading role where the complexity or sensitivity of a request warrants it - and may be required to take full ownership of requests independently where business needs dictate.

- Provide guidance, quality assurance, or direct handling of Subject Access Requests, Right to Erasure requests, and other information rights submissions as appropriate, ensuring responses are legally sound and within statutory timeframes
- Take a lead or collaborative role on requests that involve legal complexity, third-party redaction considerations, or require formal justification and rationale
- Support data extractions across clinical and administrative systems where required
- Liaise with Information Asset Owners, the CITO/SIRO and the external DPO on escalated or high-risk requests
- The CITO/SIRO and external DPO provide an additional layer of support and oversight, and the post-holder will have access to both when needed

Policy, Procedure & Documentation

- Draft, review, and maintain IG policies and procedures across the organisation, ensuring alignment with UK GDPR, the Data Protection Act 2018, NHS guidance, and CQC requirements
- Develop and update Standard Operating Procedures for IG-related processes
- Contribute to the ongoing maintenance and development of the Record of Processing Activities (RoPA) and Information Asset Register (IAR)
- Maintain and apply records retention schedules, ensuring secure and compliant disposal of information in line with NHS and organisational requirements

DSP Toolkit & NHS Compliance

- Take ownership of the Data Security and Protection (DSP) Toolkit submission cycle, maintaining and evidencing compliance throughout the year rather than treating it as an annual exercise
- Monitor NHS England, ICO, and other regulatory bodies for guidance updates and assess their impact on MHWS's obligations
- Maintain and administer established national programme obligations, including running National Data Opt-Out checks and reports and supporting Mental Health Services Data Set submissions, ensuring ongoing data protection compliance is met across both; and monitor emerging NHS data requirements to ensure future obligations are identified and planned for proactively
- Devise and undertake periodic information governance audits, agreeing scope and approach with the CITO/SIRO or external DPO, monitoring compliance and supporting implementation of resulting improvement actions

Data Breaches & Incident Management

The Quality and Governance Manager undertakes incident recording and plays an active role in data breach logging and investigation. The post-holder will work collaboratively within this structure, with the nature of their involvement reflecting the complexity and risk profile of each incident.

- Provide IG expertise and guidance to support the incident and breach process, ensuring assessments are grounded in current regulatory requirements
- Contribute to the development and refinement of incident logging and recording methodologies, drawing on professional experience and ensuring alignment with the requirements of the CITO/SIRO and external DPO
- Take a lead role on higher-complexity or higher-risk breaches where specialist IG input is required, working collaboratively with the Quality and Governance function.
- Advise on regulatory notification thresholds and, where required, lead or support the drafting of correspondence to the ICO, affected individuals, or other bodies
- Contribute to lessons learned reviews and the development of remediation actions, ensuring these are documented and embedded in updated procedures
- The CITO/SIRO and external DPO are available to provide guidance and support on breach matters, and the post-holder will not be expected to navigate complex or novel situations in isolation

Research Compliance

- Provide IG support to any active or proposed research projects, including defining lawful bases, conditions for processing, and patient-facing documentation
- Interpret guidance from research ethics bodies and NHS research frameworks, and assist with practical implementation
- Support DPIA completion for research activities in line with the above

Stakeholder & External Engagement

- Proactively contact NHS IG teams, NHS England, ICO, system suppliers, and other external bodies to gather information, resolve compliance questions, and build the evidential picture needed to support organisational decisions - this is an expectation of the role, not an exception
- Maintain productive working relationships with the external DPO, presenting developed positions and taking direction on specialist or novel matters
- Act as a point of contact for staff IG queries, providing clear and practical guidance
- Support IAOs in understanding and discharging their responsibilities
- Design, develop, and lead the delivery of IG and data protection training and awareness activity across the organisation, ensuring content remains current and reflects regulatory and organisational requirements
- Prepare information governance reports and metrics to support assurance activity led by the CITO/SIRO, for senior management or governance groups as required

The successful candidate will play a key role in shaping and continuously improving information governance arrangements across the organisation, supporting MHWS as it continues to grow and develop.

Person Specification

Essential

- Demonstrable experience in an NHS or healthcare IG role, with hands-on responsibility for DPIAs and a working knowledge of data breach management and information rights processes, including experience of contributing to or supporting these functions within a team
- Strong working knowledge of UK GDPR, the Data Protection Act 2018, and NHS data security standards
- Experience interpreting legislation and translating it into practical operational advice
- Experience engaging directly with NHS bodies, system suppliers, and regulatory authorities to resolve compliance matters
- Ability to take initiative and drive workstreams independently, without requiring escalation to initiate external contact or progress an assessment
- Confident communication skills - written and verbal - with the ability to draft clear, professional correspondence to a range of audiences
- Experience presenting advice and recommendations to senior managers
- Experience influencing colleagues without direct authority
- Organised and methodical, with the ability to manage a varied workload and competing priorities across multiple concurrent projects independently
- Comfortable working with limited peer support in the immediate IG function, with clear escalation to CITO/SIRO and external DPO when needed.

Desirable

- Experience with EMIS Web or other clinical management systems
- Familiarity with NHS national programmes (NDOP, MHSDS, SCR, e-Referrals, Accurx)
- Relevant qualification such as BCS Certificate in Data Protection, ISEB, or equivalent IG-specific training
- Experience contributing to or managing the DSP Toolkit evidence collection and/or submission
- Experience supporting research projects within an NHS or healthcare governance framework
- Experience implementing Privacy by Design principles

Additional Information

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

Right to Work

This role does not meet the Home Office criteria for sponsorship under the Skilled Worker visa route. Applicants must already hold the right to work in the UK, valid for the duration of employment, as MHWS is unable to provide visa sponsorship for this position.

Application

Application is by covering letter (2 page max) highlighting relevant skills and experience plus CV. Please include two references.

Digital Applications

Applications can be submitted online via the 'Apply for this Role' option on the vacancy listing on the MHWS website: <https://www.mentalhealthandwellbeing.co.uk/vacancies/vacancy.php?id=28>

Note: All staff vacancies can be found via the footer on our website (<https://www.mentalhealthandwellbeing.co.uk>).

Postal Applications

Alternatively, applications may be posted to:

FAO: Quality and Assurance Manager

Mental Health & Well-being Services Ltd.
Oak House,
Sitka Drive,
Shrewsbury Business Park,
Shrewsbury,
Shropshire,
SY2 6LG