**CORPORATE SERVICES DIRECTORATE**

**GOVERNANCE, DATA AND REPORTING MANAGER**
**(Permanent; Full time 37.5 hours/week (though part time hours of 30/week may**
**be considered); band E)**

**Purpose**

The Governance, Data and Reporting Manager will ensure that the Authority's offices systems, administration and information management operate efficiently and effectively across the organisation, and manage the staff team delivering these services.  The post will manage the development and implementation of effective corporate performance management systems and hence ensure the Authority has a clear evidence base through which to demonstrate the value of its undertakings within the National Park.  This post is established to lead on the development and implementation of secure, effective and efficient systems of information and records management that meet best practice and current legislative regulations, including data protection regulations.  The post will manage the Authority's customer response systems on information and data protection requests, and will ensure that all requests for information are dealt with effectively and efficiently and that responses meet statutory and policy requirements. .
The post-holder will manage the Project Management Office and will lead the support for project management across the organisation, including designing and coordinating implementation of the Authority's programme and project management procedures to fit the organisation's culture and business needs.  The postholder will also directly project manage a range of projects initiated to improve our management and storage of records and data, and on the potential procurement and implementation of software systems to support more effective and efficient records management.

The post holder will have oversight of board arrangements, and will line-manage the Executive Support Team (comprising the Clerks to the Board and the team of Personal Assistants who support the Convenor, Chief Executive and Directors) as well as the Project Office Team and the Authority's administration team.  The postholder will have oversight of the effective deployment of this team of staff across the organisation's support requirements.

The post will be line managed by the Head of Organisational Development, and will also be matrix managed by the Director of Corporate Services.

**Responsibilities**
- Develop, manage and coordinate implementation of project management systems across the organisation ensuring effective compliant processes are in place for all designated projects.
- Where required by the Corporate Services Director, provide effective programme or project management support both personally and through management of the Project Office Team, to ensure good and clear management of particularly high profile, sensitive and / or complex programmes or projects.
- Develop, monitor and evaluate the Authority's records management practices and ensure all records and data management processes comply with best practice and are supported by clear and effective internal policies.  Oversee the operation of the Authority's records management systems, to support secure, effective and efficient records management and retrieval including the reviewing and updating the publication scheme

- Take lead responsibility in project managing implementation of key corporate developments in any agreed projects initiated to improve our management and storage of records and data (which includes the imminent move to SharePoint), and on the potential procurement and implementation of software systems to support more effective and efficient records management.
- Oversee development and implementation of the Authority's Customer Relationship Management (CRM) processes, ensuring compliance with best practice and internal policies.
- Oversee the Authority's responses to all Freedom of Information (Scotland) Act, and Data Protection requests and ensure that responses meet legislative requirements, uphold the organisation's values, provide good customer service and are in line with relevant guidance, while recognising wider interests of the Authority and any third parties who have supplied information held.  Support the Director of Corporate Services in the handling of any appeals to FOISA responses and in coordinating any activity with the Information Commissioner.
- Develop and implement effective, robust systems to measure and monitor corporate performance in the delivery of the Authority's Corporate and Operational Plans, ensuring these link where appropriate to National Park Partnership Plan performance systems
- Lead the development, implementation, testing and evolution of the Business Continuity Plan.
- Support the development of policies and procedures for the hybrid use of the offices and liaise with the Facilities Officer to ensure office procedures support effective and efficient operations of our buildings and equipment
- Be a member of and support the Health and Safety Committee in delivery of our organisational health and safety responsibilities,
- Line manage the Authority's administration team, ensuring the effective deployment of this team of staff across the organisation's support requirements.  Oversee the coordination of the work of this team with other administrative staff deployed elsewhere in the organisation to deliver efficient deployment of staff across organisational requirements and supporting cover for unplanned short-term absences.
- Line manage the Executive Support Team and ensure all Board and Committee arrangements run effectively, and ensure the timely and effective flow of information to the Board including: forward planning and briefing; consistent and high standard communications; provision of papers for all meetings; and accurate records for all meetings held
- Line managing staff to ensure efficient and effective delivery of the relevant parts of the Corporate and Operational Plans. Ensure effective performance of staff and prepare appraisal reports for staff, identify and help to meet training and development needs and ensure staff follow Health and Safety procedures, and contribute to recruitment of staff as appropriate.
- Support wider Organisational Development improvement projects where directed by the Head of Organisational Development or Director of Corporate Services;
- Ensure the Authority's policies and procedures as regards core governance systems such as data protection, information security, records management, Freedom of Information, Environmental Information and complaint responses remain up to date and are delivered by the post-holder and staff throughout the organisation to demonstrably provide the highest standards of service to the customer and the Authority.
- Where required, undertake reviews of policy and practice making suggestions on required amendments and working with the Head of Organisational Development and Director of

Corporate Services to ensure that policies meet statutory and best practice requirements and that organisational practice is effective and in keeping with policy.

**General**
- Contribute to the work of the Corporate Services Directorate and CNPA as a whole and ensuring compliance with financial procedures;
- Contribute to the delivery of the National Park Partnership Plan; and,
- To conduct other work, as necessary. All post holders are required to be flexible with regards their job description so that the organisation can adapt to new opportunities and priorities over time. The post-holder may also have to provide absence cover for key staff such as the Clerk to the Board to ensure effective governance and operations at all times.

**Person Specification: - Knowledge, experience and training**

**ESSENTIAL**
- Excellent communication and inter-personal skills with the capacity to develop positive and effective working relationships with colleagues drawn from a wide range of backgrounds
- Understanding and demonstrable experience of programme or project management systems and processes, with demonstrable knowledge and experience of use of project management tools;
- Demonstrable experience of ability to influence the actions of others
- Knowledge and demonstrable experience in at least two of the following key function areas :
  - Programme and project management policy and practice
  - data protection,
  - records management and information security,
  - Freedom of Information legislation including Environmental Information requests,

- Demonstrable experience of managing and developing a team of staff;
- Evidence of ongoing personal and professional development to support a willingness and capacity to learn in areas which are currently gaps in knowledge and understanding.
- Initiative, vision and drive to develop innovative approaches and solutions to organisational requirements.
- Demonstrable ability to make sound judgements on the handling of sensitive issues;
- Experience of effectively managing a varied workload to a variety of deadlines;
- Computer literate with good IT skills; and,
- Full UK driving licence or access to a driver if disability prevents driving.

**DESIRABLE**
- Experience of working in a public sector background and of the standards of governance and information management that entails;
- Understanding and demonstrable experience of project management systems and processes;
- Knowledge of Health and Safety compliance (IOSH trained)
- Knowledge of the Cairngorms National Park, and
- Knowledge of Gaelic.

March 2022