JOB DESCRIPTION

Job Title: **Head of Information Technology (IT)**

Accountable to: **General Secretary**

Grade: **11**

Place of Work: **National Administration Unit**

Hours of Work: **Unspecified**

1.   MAIN RESPONSIBILITIES

The post-holder is a member of GMB's senior management team.

Information Technology

The Head of IT is responsible for ensuring that GMB has access to reliable, fit- for-purpose IT and communications systems that support the organisation in effectively and efficiently delivering GMB's overall strategic and operational objectives.

The post-holder will have responsibility for the strategic direction of IT (including related components such as communication systems) within GMB, ensuring that IT systems support operational effectiveness and efficient processes, knowledge management, and proactively ensuring that GMB's IT systems support staff, officers and post-holders in carrying out their day-to-day work.

Data Protection & Privacy

The Head of IT will also bear responsibility for the union's data protection and GDPR compliancy, for both staff and member data. The post-holder will be key to developing and improving GMB's Data Protection provisions and will provide advice and guidance to senior managers, staff and branch officials. The post holder will be expected to develop policy and procedures, maintain a privacy and data protection knowledge base and risk register, deliver presentations, and facilitate both face to face and on-line training to a wide audience of lay and full time officials in the regions and in the GMB National and NAU offices.

The post holder will be responsible for developing GMB's GDPR readiness programme and ensuring that all organisational units comply fully with the legislation moving forward. The post holder will be expected to advise and support Senior Management in decisions which affect personal and/or

sensitive data and is expected to act primarily in the interest of the privacy of our members.

2. SPECIFIC TASKS AND DUTIES

ICT Strategy
- Ensure that GMB has in place an IT strategy that supports staff and users in carrying out their day to day work and in delivering the union's strategic and operational objectives.

- Achieve understanding of and buy-in to the strategy among colleagues, and ensure that team plans and staff objectives are aligned with the strategy and drive effective implementation.

- Ensure that technology is provided and used within GMB to support the effective and efficient functioning of GMB's key business processes.

- Establish and ensure the effective functioning of project management teams as necessary to oversee the implementation of the strategy, prioritise projects and allocate staffing and financial resources.

- Plan, budget, and monitor expenditure across IT teams in order to ensure cost-effective and optimum implementation of the strategy. To include the management of delegated budgets.

- Monitor, evaluate and review the strategy, including the development of effective KPI reporting and other relevant internal controls; provide regular reports on ICT activities for senior management.

ICT Leadership and Knowledge
- Ensure that GMB is aware of emerging technologies and other general developments in IT systems and IT management, and that an IT roadmap is in place to enable GMB to take advantage of opportunities as they arise.

- Ensure IT training and awareness needs across GMB are identified and effective training is delivered to those who need it.

- Provide leadership in areas of IT compliance, security, continuity and best practice; building on existing practices and facilitating and promoting good IT management practice within the organisation.

- Ensure that GMB has IT systems and processes which are sufficiently secure, robust and reliable without inhibiting innovation, and IT policies and practices which enhance the achievement of the strategic objectives.

- Take overall accountability for the planning, design/architecture and delivery of new projects.

- Ensure that major projects are supported by a business case and that alternative options have been considered.

- Take overall accountability for IT systems procurement and management of suppliers.
- Support the successful development and implementation of GMB's digital and online marketing plans, by ensuring that IT developments are aligned with digital/online plans.

<u>ICT Management</u>

- Deliver effective ongoing line management and development of the IT function, ensuring that the allocation of work within the team is consistent with GMB's needs.

- Line manage the IT Project Manager, ensuring that new ICT projects are delivered on time, to budget and with optimum fit for the intended purpose.

- Line manage the IT Services and Delivery Manager, ensuring that he/she and his/her team meet their objectives in developing and maintaining the IT infrastructure, core applications and business applications and provide a high level of support to help all staff and team reach their full potential.

- Ensure that the performance of the IT department meets GMB's user expectations, and ensure that key targets/Service Level Agreements are met.

- Manage key contracts and strategic supplier relationships.

<u>General</u>

- Advise and support the Senior Management Team on all IT matters.

- Perform other duties relevant to the delivery of the ICT strategy and the organisational plans as required.

Data Protection & Privacy

To ensure that European and National statutory requirements are met in relation to data protection. Key responsibilities are:

Data Management

- Managing Data Protection Compliance and advising on legal requirements and best practice

- Being the lead contact with the Information Commissioner's Office with regard to potential complaints and breaches, ensuring that requests for information are properly handled

- Deal with complex data Protection issues and negotiate solutions to these with the Information Commissioner's Office.

- Provide an audit role and provide monitoring data to the Line Manager on organisational compliance and conformance

- Development and maintenance of a DPA knowledge base for GMB

officials, lay members and activists

- Develop and maintain an organisational Data Protection Risk Register and escalate appropriately

- Identify and pro-actively manage Data Protection issues with the SMT and other colleagues across National and Regional offices.

- Develop, regularly maintain and deliver a comprehensive training programme to ensure GMB staff are aware of their Data Protection Obligations.

- Ensure Regions and National Offices document high risk processing activities and recommend steps to mitigate risk

- Develop and maintain Data Protection Risk Assessments to ensure compliance on new and existing projects

- Co-ordinate General Data Protection Regulation/Data Protection Act activities (including training) with other information governance leads e.g. Regional Secretaries, Head of Finance, Head of Communications, Membership Manager, etc

- Ensure organisational compliance, and conformance with Data Protection Principles including readiness for GDPR and highlight key risk areas to the General Secretary and the SMT

- Provide information and guidance on the processing of all personal data

- Support the full life cycle of Subject Access Requests made to the GMB.

- Inform, advise and direct, where appropriate, GMB staff and management of their obligations in dealing with Subject Access Requests.

- Be primarily responsible for processing Subject Access Requests and enquiries made under Subject Access for the GMB in line with internal GMB processes and UK Data Protection legislation.

- Give detailed consideration to complex requests and apply appropriate redactions / exemptions as outlined in Data Protection Act legislation and GMB policies. Working closely with GMB staff and management to ensure these redactions and exemptions are appropriate as outlined in Data Protection legislation.

- Manage a varied and complex workload, prioritising tasks across multiple Subject Access Requests and taking final decisions on appropriate redactions and exemptions.

- Keep up to date with changes in data protection law and regulations and maintain an awareness of Data Protection legislation and GDPR.

- Assist with addressing often complex and competing Data Protection queries/complaints and respond to the identification of and resolution of Data Protection issues ensuring that the rights of Data Subjects are met within timeframes determined by Data Protection legislation.

- Prepare the organisation for compliance on breach management and

ensure remedial plans are in place to manage all aspects of the data breach process Represent the GMB in negotiations with the Information Commissioner's Office.

- Exercise a high degree of autonomy, initiative and judgement in ensuring that the Data Protection Officer role meets the statutory requirements of the relevant legislation.

Data Strategy & Leadership

- Development and delivery of a comprehensive privacy awareness training programme including face to face and on-line training to all stakeholders necessary

- Utilise knowledge of key organisational technology systems to develop DPIA documentation and ensure member data is a safe and appropriately managed

- Develop, Implement and enforce a suitable and relevant Data Protection Policy and ensure it is reviewed on an annual basis

- Develop, Implement and enforce a suitable and relevant Data Sharing Code of Practice and ensure that third parties which GMB deals with comply with the necessary practices and agreements held.

- Develop and own an organisational Privacy Notice and update as necessary

- Maintain and establish a register of data owners for sets of data and educate the data owners on their responsibilities (what is data, how is it used, who has access to it)

- Maintain data flow maps as necessary ensuring clarity as to data location

- Develop and Maintain GMB's breach register and Data Protection risk register and report to the Information Commissioner's Office as necessary

- Undertake systematic General Data Protection Regulation/Data Protection Act compliance audits in accordance with the Information Commissioners auditing tools, including any third party premises where appropriate

- Interpret and provide guidance to the organisation on forthcoming and actual changes to relevant legislation on Privacy and the Data Protection Act in readiness for the General Data Protection Regulation

- Develop and implement a Privacy Impact Assessment tool and undertake Impact Assessments as necessary

General

- Assist with investigations into complaints about breaches of the act/regulation and undertake reporting/remedial action as required. Maintain a log of any incidents and remedial recommendations and actions.

- Provide guidance on supplier contracts from a data protection stand point

- Provide comprehensive reports to line manager on the organisations compliance with the Data Protection Act/General Data Protection Regulation and related provisions

- Promote Data Protection awareness throughout the organisation by providing training and written procedures that are widely disseminated and made available to all staff and branch officials.

- Ensure that developments in Data Protection requirements and legislation are tracked and that the organisation is in a position to comply with future requirements

- Advise on Information, good practice and standards related to GMB's overall strategy needs, including business continuity requirements (related to personal and sensitive data), and participate in any future Information projects at necessary stage in co-ordination with the IT Director

- Manage the GMB Information and archiving process, providing advice and guidance to users on the retention schedule, storage requirements and managing the relationship with off-site archiving and storage solutions. Advise regions on responsibilities and ensure these are met.

3. ADDITIONAL TASKS AND DUTIES

ICT

- Carrying out regular staff evaluations, developing and implementing training plans from these, in line with IIP and GMB procedures.

- Ensure that Regions are appropriately advised on IT and GDPR/ data privacy related matters.

- Provide regular and ad-hoc reports to GMB Senior Management, National officers, National Organising Team and Regions

- Ensure that GMB has in place suitable procedures and facilities to deal with Disaster Recovery and system security issues.

- Manage crisis situations which may involve complex technical hardware or software problems.

- General – such other tasks as may be allocated from time to time by the General Secretary.

Data

- Develop and facilitate crisis management media training for Senior staff in the event of a major data protection incident

- Investigate regulatory complaints in accordance with statutory requirements

- Develop a network of Data Protection 'champions' within the organisation to assist with the collaboration of management Information, building privacy awareness and promoting good practice

- Inform line manager of any other necessary steps to prepare the organisation for the General Data Protection Regulation as new guidance is issued

- Monitor ICO guidance / enforcement actions / policies

The foregoing duties are neither exclusive nor exhaustive and from time to time the post holder may be required to undertake other tasks and duties as required by the General Secretary.

PERSON SPECIFICATION

1. **OVERVIEW**

This person specification describes specifically the traits, skills and experience that are required for this role. Unless stated otherwise, all criteria in the person specification are 'essential'.

2. **PERSONAL COMPETENCIES**

Competency area	Ability to….
Drive & determination	- Drive the development of a cross-organisational Information Technology strategy involving multiple stakeholders. - Maintain a clear focus on the key strategic and operational priorities of GMB. - Effectively deal with the inevitable ambiguities, setbacks and problems during the implementation of the Information Technology strategy. - Deliver high quality results.
Teamwork and cooperation	- Build a positive, committed atmosphere within the IT department. - Form good relationships with key people throughout GMB. - Inspire people across GMB to work together to deliver greatest value for the union.

Outward looking	• Consider developments in other organisations, learning from their experiences and introducing relevant information, ideas and intelligence for the benefit of GMB.
Innovation	• Investigate and understand emerging technologies, and explore and advise on how these may be applied to the benefit of GMB.
Communication and Influence	• Communicate complex issues to a range of audiences, with insight and without the use of jargon. • Tailor messages to the needs of non-specialist audiences, enabling a good understanding of and obtaining support for new IT concepts and proposals.
Efficiency and effectiveness	• Oversee the effective delivery of complex ICT projects, supported by a relevant methodology. • Ensure that problems and conflicting demands are anticipated and that solutions are identified quickly. The ability to develop policies, strategies and problem solving solutions using: • Legal requirements for compliance • The analysis of complex information including performance statistics • An understanding of what constitutes best practice • Awareness of Information Technology and data bases to determine how processes need to be developed • An awareness of how membership organisations need to adapt and prioritise Data protection issues • Risk management and risk reduction techniques to facilitate continuous improvement

3. RELEVANT EXPERIENCE

Experience:
• Significant relevant experience of managing an IT function and a complex IT portfolio.
• Experience of managing an IT budget and delivering good value for money.
• Familiarity with managing a department responsible for a broad range of IT systems, including: • Integrated IT Systems and communications networks (WAN, telephony, etc).   • Complex database systems.   • Microsoft Office / Lotus Notes software   • Microsoft Windows operating systems   • Non-Windows based systems (e.g. UNIX)   • Links between back-office systems with web/digital technologies   • Mobile Communications systems

- Experience of overseeing the on-going development, maintenance and implementation of a cross-organisational IT strategy, where it is necessary to involve and gain commitment from multiple stakeholders whilst maintaining a clear focus on the key priorities and delivering high quality results.

- Experience of representing an organisation's IT function at board/SMT level and obtaining senior-level support for IT projects and proposals.

- Understanding of and commitment to GMB's aims and objectives including the principles of equality and democracy

- In depth understanding of the role of trade unions and the national and local social and political environment in which the union operates

4. PROFESSIONAL & TECHNICAL SKILLS

- An expert working knowledge of the Data Protection Act (1998) and General Data Protection Regulation (2018)

- A good working knowledge of Information Security principles and practice

- The ability to analyse legislative requirements and relate these to organisational practices and solutions

- A good working knowledge of information risk analysis and risk management

- A good working knowledge of quality assurance principles and practice

- A positive attitude to learning and development, demonstrated by a record of continuous professional development

- Experience in the development and delivery of training methodologies to achieve successful outcomes

- A thorough understanding of database design and architecture and how sensitive and personal data is stored

- A strong understanding of how to audit database records and analyse results

- A strong understanding of business processes especially those aligned to the processing of sensitive or personal data

  An understanding of how and when to execute DPIA's on processes related to the processing of sensitive or personal data

- An understanding of how members are communicated with and the ability to support as necessary in the delivery of GDPR and PECR compliant communications

5. SPECIFIC SKILLS, QUALIFICATIONS AND KNOWLEDGE

Skills, qualifications and knowledge:
• Educated to degree level in an analytical subject.
• Ideally, a member of a recognised professional body (e.g. BCS).
• Up-to-date expertise in the relevant areas of IT, including a strong understanding of the importance of online networking and digital marketing.
• Ability to translate business needs into appropriate IT solutions, developing feasibility studies and business cases and assessing the impact on the infrastructure, applications or business operation.
• Ability to build a positive, committed atmosphere among teams, to form good relationships with people in other departments, and to inspire people to work together to deliver greatest value for the organisation.
• Knowledge of good practice and developments in other relevant organisations, learning from their experiences and introducing proposals for relevant systems, processes and other ideas for the benefit of GMB.
• Ability to investigate, understand and keep up-to-date with emerging technologies, and to explore and advise on how these may be applied to the benefit of GMB.
• Excellent written and verbal communication skills: ability to communicate complex issues to a range of audiences, with insight and tailored messages to the needs of non-specialist audiences, ensuring that GMB managers and staff have a good understanding of and can give their support to new IT concepts and proposals.
• Ability to write clear and concise reports which can be readily understood by non-technical users.
• Ability to manage complex ICT projects, ideally supported by a relevant qualification, in a way that problems and conflicting demands are anticipated and solutions identified quickly
• The ability to appreciate the needs of GMB's needs nationally and regionally and to be able to deal courteously and efficiently with enquiries and support requests from users and third parties.
• Structured approach to problem-solving and addressing ambiguities, setbacks and problems.
• Ability to liaise with non-technical users at all levels, interpret their information requirements and produce a roadmap or proposals appropriate IT solutions.
• Good understanding of relevant information security concepts (e.g. best practice in IT security).