

## Job Description

<b>Division:</b>	Central Functions
<b>Job Title:</b>	Information Governance Officer
<b>Band:</b>	Band 4 (subject to job evaluation)
<b>Location:</b>	Quality, Safety and Compliance Department - Royal Stoke University Hospital
<b>Hours of Duty:</b>	37.5 hours per week
<b>Managerially accountable to:</b>	Information Governance Manager
<b>Professionally accountable to:</b>	Healthcare Governance Manager (Compliance, audit and effectiveness)
<b>Key Relationships:</b>	Internal - IG Manager, Healthcare Governance Manager (Compliance, audit and effectiveness), IG Facilitator, Compliance Team Secretary, Executive Team External – IG leads, Information Commissioner’s Office, public/service users, Internal - IG Manager, Healthcare Governance Manager (Compliance, audit and effectiveness), IG Facilitator, Compliance Team Secretary, Executive Team External – IG leads, Information Commissioner’s Office, public/service users

## Role Summary

The key purpose of the post is to support the information governance (IG) team through ensuring compliance with the Freedom of Information Act, and by assisting with IG training administration.

The post holder will ensure compliance with the Freedom of Information (FOI) Act within the Trust, providing advice and assistance to those wishing to make requests and also to staff providing information to respond to requests. The post holder will ensure all FOI requests are acknowledged, recorded, collated, and completed in order to meet legal deadlines.

Where an exemption applies, this must be appropriately used with approval granted within the Trust. The post holder will liaise with the IG manager regarding complex or exempt requests.

The post holder will also provide administration support for IG training, and assist with the implementation of Trust wide controls relating to IG standards and legislation.

## **Key Areas/Tasks**

To have a good working knowledge of the Freedom of Information (FOI) Act and information governance (IG), and ensure their knowledge is in line with latest guidance.

To be responsible for coordinating the FOI function effectively to provide a high quality and responsive service; ensuring all FOI requests received by the Trust are acknowledged, recorded, collated, and completed in order to meet legal deadlines.

To work closely with the IG manager to ensure legal and Trust requirements are adhered to.

Liaise with staff of all levels regarding FOI requests in order to gather relevant information, as well as with external third parties as necessary to ensure FOI responses are timely, accurate, and relevant. Establish and build on good relationships with staff, around the Trust.

Consult with the IG manager (or IG facilitator in the absence of the IG manager) over complex FOI requests, including use of exemptions, and any complaints resulting from an FOI request. Understand the appropriate implementation of FOI exemptions.

All FOI requests are to be recorded, using the provided format, and this reporting tool is to be used to maintain FOI statistics regarding requests and responses. Create a monthly FOI report for IG Steering Group.

Provide staff and service users with advice concerning FOI, and understand the Trust's responsibilities.

Liaise with the Trust communications department as necessary to assist in updating the Trust's publication scheme and reflects changes locally or nationally.

Support the IG manager in coordination of the IG framework.

Support the IG team in implementing Trust wide IG training and raising awareness of and compliance with data protection, FOI, IG principles, laws and best practice, through their day to day contacts with other staff.

Good communication skills are required to enable correspondence with Trust staff at all levels. Good IT skills needed – including Excel and Word.

To prioritise own FOI workload and meet tight deadlines, whilst at the same time working with the IG manager to discuss priorities and issues.

Provide staff with information regarding IG training requirements, dealing with training related queries, and helping to promote the need for IG training to be completed. Provide the IG team with administrative support regarding IG training as necessary, and ensure the maintenance of training material stock levels. Co-ordinate and publicise the IG training programme as necessary.

Assist with corporate records audits as required.

Ensure confidentiality of Trust information is maintained as appropriate, but that openness and transparency is respected as required by a public authority.

## **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

## **Standards of Behaviour**

- Managers who have responsibility for supervising/managing people must comply with the guidelines that can be found in the "Code of Conduct for NHS Managers"
- The principles of "Improving Working Lives" must be upheld at all times
- To promote and practice customer care and to act in a manner which presents the good image of the trust
- To contribute to improving standards, performance and efficiency.
- To work to the standards set out in the Data Quality Policy and to promote E&D and H&S standards.

## **Health and Safety**

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to

## **Confidentiality**

- To ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected

## **Equality and Diversity**

- To promote equality and diversity in your working life ensuring that all the staff you work with feel valued and treated in a fair and equitable manner

## **Infection Control**

Infection Control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed by the UHNM Trust have the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and between each patient contact.
- Staff members have a duty to attend mandatory infection control training provided for them by the Trust.

- Staff members who develop recurrent skin and soft tissue infections and other infections that may be transmittable to patients have a duty to contact Occupational Health.

## Safeguarding Children, Young People and Vulnerable Adults

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines. All health professionals who come into contact with children, parents and carers in the course of their work have a responsibility to safeguard and promote the welfare of children and young people up to the age of 18 years of age as directed by the Children's Act 1989/2004. Health professionals also have a responsibility even when the health professional does not work directly with a child but may be seeing their parent, carer or other significant adult.

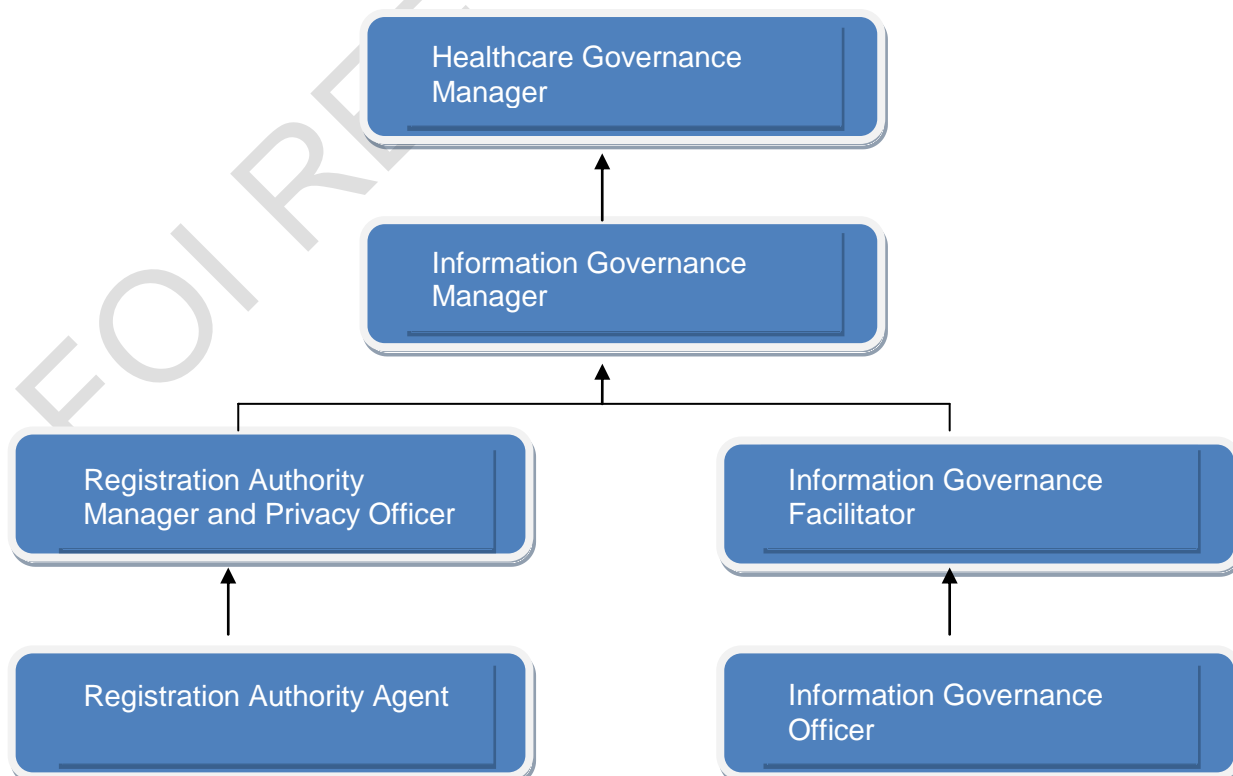
All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trusts intranet, or alternatively copies can be obtained from the Human Resources Directorate.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_

Date \_\_\_\_\_



**QUALITY, SAFETY AND COMPLIANCE DEPARTMENT**

**PERSON SPECIFICATION**

**Job Title:** Information Governance Officer

**Grade:** Band 4

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of assessment</b>
<b>Education and qualifications</b>	HNC/HND, NVQ 4, or equivalent knowledge and experience	Completion of FOI course	Application
<b>Knowledge</b>	Knowledge of the Freedom of Information (FOI) Act 2000 preferable, but training can be provided	Knowledge of the wider information governance framework	Application, interview
<b>Experience</b>	<p>Experience of working in the NHS, or a public sector environment</p> <p>Experience of communicating with staff at all levels</p> <p>Experience of working to tight deadlines</p> <p>Experience of processing FOI requests from the request being received through to completion.</p> <p>Experience in initiating and managing projects</p>	Experience of communicating with the Information Commissioner's Office	Application, interview
<b>Skills and ability</b>	<p>Good written and verbal communication</p> <p>Good computer skills with good knowledge of Microsoft Office, including Word, Excel and Outlook</p> <p>Ability to prioritise in order to meet deadlines, work flexibly, and multitask daily</p>	Report writing skills	Application, interview

	<p>Data inputting</p> <p>Manipulating and analysing data</p> <p>Produce reports</p> <p>Ability to work under pressure</p> <p>Able to positively communicate with Trust staff of all levels.</p>		
<p><b>Personal qualities</b></p>	<p>The ability to secure the cooperation of colleagues at all levels</p> <p>Well organised, articulate, methodical, positive</p> <p>Able to work under pressure with frequent interruption</p> <p>Able to provide a high level of confidentiality</p> <p>Positive work/life balance</p>	<p>Full driving licence preferable</p>	<p>Application, interview</p>

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