

## **JOB DESCRIPTION**

Job Title:	Information Governance Manager
Band:	Band 7
Location:	Quality, Safety and Compliance Department
Hours of Duty:	37.5 hours per week
Managerially accountable to:	Deputy Head of Quality, Safety & Compliance/ DPO
Key Relationships:	Executive Team, Medical Director & Chief Nurse, Caldicott Guardian, Senior Information Risk Owner, Divisional Management Teams, Directorate Management Teams, Information Asset Owners.

### **Role Summary**

To support the Data Protection Officer with the management of the Information Governance (IG) framework; implementing IG initiatives/ regulations and codes of best practice, across the Organisation.

To provide specialist knowledge on all aspects of information governance.

To support the DPO with the implementation of the General Data Protection Regulations and lead on designated IG projects.

To manage the implementation of the Trust's IG toolkit submission; advising and supporting key leads where areas for improvement have been identified.

To manage the information governance team ensuring the operational elements of information governance, information security, registration authority and privacy officer are implemented in line with the Trust's IG strategy.

### **Key Responsibilities**

- To provide managerial leadership for IG. Maintaining an overall view of complex IG activities within the Trust ensuring IG responsibilities and accountabilities are formally defined, communicated, and acted upon.
- To monitor, develop, and review IG policies and systems, to ensure appropriate compliance with relevant national legislation and NHS guidance; ensuring that associated risk is successfully managed.
- To oversee the implementation and monitoring of Freedom of Information Requests ensuring these are responded to in a timely manner.
- Liaise with Health Records Department and Human Resources Department to ensure subject access requests are responded to. Lead on responding to other subject access requests when required.
- To monitor and review all IG adverse incident reports. Provide advice and support to the clinical teams. Lead on serious adverse incidents ensuring a root cause analysis has

been undertaken and, where appropriate, reported to the ICO.

- Undertake IG spot check audits across the Organisation, ensuring actions have been implemented.
- To manage the information governance team ensuring the operational elements of information governance, information security, registration authority and privacy officer are implemented in line with the Trust's IG strategy.

## **Communication & Relationships Skills**

- Communicate complex, possibly contentious IG management/IG performance to senior managers; outline options and implications using highly specialised knowledge and experience.
- To develop partnership working with a range of internal and external colleagues (NHS and non-NHS partner organisations) in relation IG compliance.
- To co-ordinate, plan, direct and motivate the project work of the IGSG; ensuring collaborative performance and service improvement.
- To participate in Quality, Safety and Compliance Department (QS&CD) senior management team meetings as appropriate; providing specialist IG guidance to QS&CD.
- To build and maintain effective working relationship with the Executive team, Directorates and Divisions.
- To maintain effective working relationships with patients and the public.
- To improve staff IG awareness through annual training, both in maintaining course material and in presenting the training.

## **Knowledge, Training & Experience**

- A degree or demonstrable experience.
- This post will necessitate that the post holder understand, appreciate, communicate and manage the highly complex implementation of all mandatory and best practice IG guidance.
- Specialist knowledge and practical experience in responding to Freedom of Information Requests and application of exceptions.
- Specialist knowledge and practical experience in responding to Subject Access Requests,

## **Analytical and Judgemental Skills**

- Scheduled provision of complex information to the Department, IGSG and the wider organisation as required.

- To comment intelligently on information located/received/collated and provide an interpretation of impact(s) on the Trust strategic direction, local objectives and national priorities. As judged necessary, to seek external formal legal guidance.
- Analysis of performance data together with the identification of risks, benefits or opportunities for collaborative working. Ensuring corporate reporting systems are reflective of actual circumstances.
- To co-ordinate the provision of timely and accurate information and key performance indicators through liaison with the IGSG, other Departments both internally and externally.
- To produce and coordinate IG reports and IG returns as required by NHS CfH etc, ensuring these are produced in a timely manner in order to obtain internal support may be obtained.

## **Planning & Organisational Skills**

- To ensure that the Trust meets and maintains the relevant requirements demanded by the legislation and best practice guidance; to remain fully informed regarding developments, additions or amendments to legislative and mandatory requirements.
- Ensure policies, procedures and associated documentation are reviewed on a regular basis to ensure they reflect latest guidance.
- Develop IG project plans and make necessary adjustments to ensure project success.
- Plan and organise activities in relation to allocated/related projects such as training and development programmes; produce materials and acquiring resources etc.
- To assist in the development of an integrated approach to Quality, Safety & Compliance; supporting the business planning process and ensuring that information systems and information governance processes are monitored and accurate.
- To work with and support the Caldicott Guardian, Senior Information Risk Officer, DPO and the Information Governance Steering Group (IGSG) in developing tools and techniques for effective IG within the organisation.
- To support the DPO to develop audit systems and databases of IG related evidence to ensure the systems comply with statutory and regulatory requirements.
- To ensure evidence submitted for the IG toolkit meets the requirements stipulated within the guidance. Produce required evidence as part of the internal audit process.

## **Physical Skills**

- Standard keyboard skills.

## **Responsibility for Patient/ Clinical Care**

- To ensure a high level of service at all times to internal and external colleagues, to clients, patients and the general public.
- To assist patients in accessing with personal/health information.
- To assist staff in accessing personal/health information.
- To assist the public (including external organisations, MP's and the media) in assessing corporate information; via the Trust web site, act as a "forward facing" point of contact.
- To assist the public access to information by ensuring that up to date and appropriate material is available in the FOI Publication Scheme, in accordance with the requirements of the ICO Model Publication scheme.

## **Responsibility for Policy/Service Development**

- To propose and comment on complex IG policy development/improvement and/or project changes which impact beyond own area of responsibility.
- Advising and training senior managers ensuring legal understanding and compliance in all aspects of IG.
- To contribute to corporate and local Education, Training and Development (ETD) Strategies (ETD). To design, develop and deliver an IG related ETD strategy which ensures staff at all levels throughout the Trust remain fully aware of all current IG related procedures and protocols and that mandatory relevant training is delivered to all employees via corporate induction.
- To regularly attend relevant Local Health Economy Forums and report pertinent activity to the IG Steering Group.

## **Responsibility for Financial and Physical Resources**

- To plan and allocate the physical resources required to ensure adequate Trust IG performance is maintained; to alert senior managers to any risk areas.

## **Responsibility for Human Resources**

- To have line management responsibility for the Information Governance Team.
- To provide the IG team with guidance, training and development.
- To be actively involved in the recruitment, selection and induction of relevant staff.
- To be aware of and respond to staffing issues, including recruitment and selection, training and Human Resource Policies.

## **Responsibility for Information Resources**

- To participate in the collection, validation, analysis and presentation of IG information, including complex legal and ethical standard.
- Create, develop and maintain information systems in relation to allocated projects.
- To be responsible for any sections of the Trust web-site related to IG (i.e. Freedom of Information Act; Data Protection Act, Confidentiality).
- Produce statistical information relating to IG, to support the information requirements of the Trust and other external agencies together with partner organisations.
- To participate in and, where appropriate, chair any meetings associated with the development of the IG.
- To support a range of QS&C, Trust and external dashboard reports ensuring support in accessing data and improvements to quality and information.

## **Responsibility for Research and Development**

- To undertake IG audits and surveys; including researching legal and ethical benchmarking and best practice/Codes of Practice.

## **Freedom to Act**

- To provide specialist knowledge on all aspects of information governance across the Organisation.
- To lead on the management of Freedom of Information Requests ensuring these are responded to in a timely manner.
- To manage the implementation of the Trust's IG toolkit submission; advising and supporting key leads where areas for improvement have been identified.
- To provide managerial leadership for IG. Maintaining an overall view of complex IG activities within the Trust ensuring IG responsibilities and accountabilities are formally defined, communicated, and acted upon.

## **Physical Effort**

- There will be light physical effort with the main requirement to undertake responsibilities in an office environment.

## **Mental Effort**

- Frequent concentration required when analysing complex information.
- Frequent concentration when designing and building quality technical solutions.

- Frequent interruptions from the quality systems team to address any queries.
- Frequent interruptions from staff requiring advice and support on technical related queries.

## **Emotional Effort**

- To deal with HR responsibilities for the Quality Systems Team, including day to day issues and performance management.

## **Working Conditions**

- To work in an office environment with access to PC and keyboard.

## **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.

## **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 Hospital of North Midlands 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 and patients who 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 Trust's 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 UHNS 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

## Other

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 Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate.

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

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

Date \_\_\_\_\_

**Person Specification**  
**Information Governance Manager – Band 7**

REQUIREMENT	ESSENTIAL	DESIRABLE
QUALIFICATIONS/TRAINING	Degree level education, or able to demonstrate considerable experience in Information Governance	Professional IG relevant qualification
EXPERIENCE	Experience and knowledge in Information Governance and in the interpretation and application of legislation in a large public facing organisation	
	Experience of disseminating information through a variety of media (including formal/informal training sessions) to a wide and varied audience	
	Development of IG related policies, standards, processes, procedures and protocols and implementing same	
	3 - 5 years' experience in NHS IG role	
	Experience in the use of MS Office applications and to be proficient in the use of standard software applications, including email and Power-point	



REQUIREMENT	ESSENTIAL	DESIRABLE
KNOWLEDGE	Have a basic understanding of audit principles and their application in a working environment and ability to undertake audits and analyze information	
	Experience in monitoring, investigating IG related breaches and reporting to the ICO	
	Significant experience in Data Protection, Freedom of Information and computer-related legislation	
	Experience in leading and implementing projects	
	Significant experience in responding to subject access requests	
SKILLS	Capable of communicating effectively with external organizations, third parties and different professional disciplines across the Trust	Familiarity with NHS information systems
	Be proficient in the management of the Information Governance Toolkit	
	Highly developed oral and written communication skills, with experience of policy and report writing and preparation of employee guidance material, including presentations and able to effectively communicate contentious issues effectively at all levels in both formal and informal settings	
	Self-motivated and organised, with a flexible, logical and adaptable attitude	

REQUIREMENT	ESSENTIAL	DESIRABLE
	Able to work under pressure and to tight deadlines, with good organisational and administrative skills	
	Able to manage time and priorities appropriately, progressing and completing several activities at the same time	
	Good level of people management skills including tact and diplomacy	
PERSONAL QUALITIES	Ability to travel to sites across the Organisation and to other externally held meetings	
	Good interpersonal approach with diplomacy	
	To have a flexible approach in order to meet demands of the job role.	
	Enthusiastic with a passion for compliance and regulation and improving quality in health services	
	Present a professional image.	

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