



JOB DESCRIPTION

~ Information Governance Officer ~

Post:	Information Governance Officer
Band:	AFC Band 5
Hours:	37.5 per week
Division:	Trust Services
Department:	Trust Secretariat
Responsible to:	Head of Risk Management

Job purpose

A summary

A major component of the role is to advise divisions on good practice in all information governance related issues.

The post-holder will be the first point of contact for the Trust on a whole range of information governance issues. They will play a central key role in provision and communication of essential guidance for the effective management of information governance (IG), ensuring that information is managed and used effectively, efficiently and ethically across the Trust.

The post-holder will act as the lead administrator for the IG Toolkit, with responsibility for the timely preparation, submission and ongoing compliance of the Trust's IG Toolkit self-assessment. This will include assuring that any gaps or weakness identified are drawn to the attention of the Information Risk Management Group (IRMG) and incorporated into relevant action plans.

The post-holder will manage the implementation of the Trust's IG framework and training strategy and be accountable for this to the IRMG.

They will advise, monitor and where necessary co-ordinate the investigation into information governance risks and incidents, liaising with the Information Commissioners Office as required.

Assist in the administration of Subject Access Requests.

Support the Freedom of Information Administrator with any data protection queries.

Support the Caldicott Guardian, ensuring that any data sharing agreements or enquiries are

actioned appropriately and the confidentiality agenda is taken forward.

Main duties and responsibilities

Planning and organisation

- Manage a pro-active and integrated approach to IG for the organisation, implementing the Trust's IG framework to ensure the Trust meets its statutory and regulatory obligations, working closely with the Information Asset Owners, Information Asset Administrators, the Senior Information Risk Officer and the Caldicott Guardian
- Report level 2 IG Serious incidents onto the NHS Digital IG Toolkit, acting as the contact point for the ICO/DoH and working with divisional leads to ensure that appropriate investigations are undertaken on behalf of the organisation
- Monitor the Trust's Information Asset Register, collating up-to-date information from Information Asset Owners and Administrators regarding completion of asset descriptions and system risk assessments
- Plan and organise own work to meet targets and priorities set by line manager or IRMG.

Service Improvement

- Develop and monitor action plans to achieve continuous improvement in the Trust's performance against the requirements of the annual IG toolkit assessment.

Communication

- Work with the Trust Communications Team to raise awareness and promote best practice to all staff for the management of all aspects of IG in all operations of the Trust
- Produce regular reports on IG for the IRMG and Risk Management Group
- Explain complex information governance issues to managers and provide advice and guidance on their resolution
- Represent the Trust at IG Forums, and other local or national meetings as required

Policy and Service Development

- Provide support in reviewing and updating the content of Trust policies and procedures that support IG requirements
- Develop and implement Trust wide policies and procedures to support IG requirements as required

Training and Teaching

- Be responsible for driving forward the IG training agenda including the development of IG eLearning
- Delivery of IG awareness session at Trust Induction.

Quality Assurance and Audit

- Audit compliance with all Trust policies that encompass IG requirements, ensuring resulting action plans are managed to completion and evidence logs constructed and maintained.

Professional

- Collate evidence to provide assurance that the Trust complies with the requirements of the Data Protection Act 1998
- Develop and maintain IG expertise, assisting the Trust with the interpretation of legislation, NHS policies and guidance within the field of IG
- Act as the professional lead within the organisation on IG matters

- Act as a resource for other employees by providing advice on the Data Protection Act and related issues

General Information:

The Trust's Values

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

Respecting Everyone

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

Embracing Change

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

Recognising Success

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

Working Together

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

In line with the NHS Constitution, all healthcare providers, registered medical practitioners, nurses and other registered health professionals have a duty of openness, transparency and candour.

Transforming Care

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,
Renewing our hospitals, Building capability, leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

University Hospitals NHS Foundation Trust is 'Smoke Free'. Smoking or tobacco is not permitted on any of our hospitals sites.

Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all

children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
 - Disclose information appropriately, in line with the Data Protection Act 1998.
 - To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
 - Always trace patient notes on the Patient Administration System
 - Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.
-

Job Description completed/reviewed by

Print:

Sign:

Managers name:

Print:

Sign:

Date:

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality

services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

PERSON SPECIFICATION

~ Information Governance Officer ~

Education and Qualifications		Essential	Desirable	To be evidenced by*
Q1	Degree or equivalent level of proven experience of working in Information Governance (IG)	✓		A
Q2	Qualification in Data Protection	✓		A
Q3	Information Security qualification		✓	A
Q4	Evidence of on-going Continuing Professional Development	✓		A
Knowledge and Experience				
E1	At least two years' experience working in an IG related role or equivalent	✓		A
E2	Experience of working in an NHS or healthcare setting		✓	A
E3	Experience of developing and delivering basic training programmes.		✓	A/I
E4	Experience and detailed knowledge of legislation underpinning information governance requirements for an NHS Trust.	✓		A/I/T
E5	Experience developing or implementing information governance improvement processes and procedures to meet the requirements of the IG Toolkit	✓		A/I
E6	Experience of developing and implementing a range of information governance policies and procedures		✓	A/I
E7	Experience of meeting administration including preparing agendas and taking minutes		✓	A/I
Skills and Abilities				
S1	Ability to manage own workload	✓		A/I
S2	Report writing skills	✓		A/I
S3	Excellent communication skills	✓		I
S4	Ability to initiate and positively implement change	✓		A/I
S5	Ability to interpret National policy / directives / guidance	✓		A/I
S6	Ability to provide guidance on IG policies and issues	✓		A/I
S7	Able to present complex information both written and verbal	✓		A/I
Behaviours and Values				
B1	Respecting Everyone	✓		I
B2	Embracing Change	✓		I
B3	Recognising Success	✓		I
B4	Working Together	✓		I

* **A = Application Form, I = Interview, P = Presentation, T = Test**

JOB DESCRIPTION

Trust Secretary

Post:	Trust Secretary
Band:	Agenda for Change 8D
Division:	Trust Services
Accountable to:	Chairman
Responsible to:	Chief Executive
Responsible for:	Head of Legal Services, Head of Membership & Governance, Risk Manager and Management Assistant to Trust Secretary

JOB SUMMARY

The role of Trust Secretary is a pivotal one within the Trust. The post holder acts as the principal advisor to the Board and the organisation as a whole on all aspects of governance. The Trust Secretary will promote and help sustain these standards by:

- Keeping under review policy, legislative, regulatory and governance developments that impact on the Trust's activities and ensuring that the Board is appropriately briefed on them;
- Winning the confidence of the Board – acting as 'wise counsel' providing a confidential sounding board to the Chairman and individual board members on all aspects of Board business including issues of concern;
- Guiding the Board of Directors in the responsible and effective conduct of its role, providing, where appropriate, a discreet, independent and challenging voice in relation to Board deliberations and decision-making;
- Ensuring that in all its dealings, the Board acts fairly, with integrity, and without prejudice or discrimination;
- Contributing to the development of an organisational culture that embodies the Nolan Principles and NHS Values and standards of behaviour; and
- Participating in partnership and other networking arrangements that require governance input.

The Trust Secretary is ultimately accountable to the Chairman and is responsible for establishing and maintaining the highest levels of corporate governance. Reporting to the Chief Executive, the Trust Secretary will work as a member of the Executive Team, contributing to the formulation of strategy, policy and the delivery of the corporate and strategic objectives that play a key role in embedding the mission, vision, values and goals of the organisation.

The post holder is responsible for ensuring that the Trust operates in accordance with statutory and legal provisions and the Trust's Licence conditions, and that there is appropriate stewardship and corporate governance of the business of the Trust. They will be responsible for facilitating the smooth operation of the Trust's formal decision-making and reporting machinery, that registers, returns and formal Trust papers are completed and maintained appropriately, ensuring that due diligence is applied to all transactions, and advising board members on their responsibilities.

The Trust Secretary will ensure all contributions, discussions and decision making that relate to the business of the Board of Directors, Council of Governors and sub-committees run efficiently and effectively, and that they are properly recorded in accordance with good governance and that relevant actions are appropriately followed up.

The post holder will also be appointed to any Companies established by the Trust and in doing so be registered with Companies House and will be liable for all governance, commercial and legal issues for those Companies under UK legislation.

1. KEY RESULT AREAS

a. **Governance and Compliance**

The Trust Secretary is the lead for governance and compliance and will take corporate responsibility for the Trust's governance arrangements. In the execution of this responsibility the Trust Secretary will:

- Monitor the Trust's corporate governance arrangements for Board and Executive business, continually reviewing developments to ensure they comply with the principles of best practice on corporate governance. Report to the Board of Directors through the Chief Executive on any areas of non-compliance and advice on the organisation's duties and obligations
- Provide independent expert advice and support to the Chief Executive, Chairman and Board of Directors on all matters relating to statutory and legislative compliance and interpretation
- Support the Chairman and Chief Executive in ensuring compliance with Monitor's publications The NHS Foundation Trust Code of Governance, The Risk Assessment Framework and other best practice in corporate governance
- In conjunction with the Director of Finance and Information, offer expert advice on ensuring the Trust's compliance with Monitor's Licensing Regime
- Act as the key point of contact between the Board of Directors, Council of Governors and the regulator, Monitor in relation to corporate matters, including the preparation and submission of quarterly and annual returns in accordance with Trust's Licence conditions, the annual Governance Statement and the Corporate Governance Statement
- With the Chairman, ensure that the Board of Directors and its Committees are properly constituted, operated and supported, according to Standing Orders and the regulatory framework
- Provide authoritative advice to the Chairman, Chief Executive, Board of Directors and Council of Governors on constitutional matters, correct and

proper conduct of business and meetings. Commission and provide briefings for external legal advice where necessary to ensure the efficient and effective resolution of issues

- Scrutinise and report to the Board of Directors all new regulatory developments
- Assess the governance implications of papers put to the Board of Directors and Council of Governors
- Ensure all registers required by the Constitution or related legislation are established and maintained, and along with any appropriate reports make sure they are available for public inspection
- Ensure Standing Orders are in place, acted upon and reviewed as necessary, and in conjunction with the Director of Finance and Information, ensure Standing Financial Instructions are similarly in place, reviewed and acted upon by the Board of Directors
- With the Chief Executive and Director of Finance and Information as appropriate, ensure the statutory annual returns, including the annual report and accounts are prepared, and are presented to the Regulator and laid before Parliament in accordance with prescribed timescales
- In conjunction with the Trust's Risk Manager, contribute to the development of systems, control process, risk management and board assurance arrangements that comply with internal and external governance and best practice requirements and contribute to continuous improvement of the quality of risk information particularly in the areas of key controls
- Establish and monitor procedures to ensure that the Trust is able to comply with the requirements of the statutory and regulatory framework and the Constitution. Continually monitor these to ensure they comply with best practice on corporate governance within the NHS
- Co-ordinate and assist with the production of all appropriate reports and forward plans to relevant regulatory bodies and ensure that they are available for public inspection
- Ensure that appropriate arrangements are in place to ensure the Trust's framework of policies (clinical and non-clinical) is complete and complies with the Trust's policy for the production of policies ('*Policies on Policies*'), including the requirement that policies are reviewed regularly and accessible via the intranet and elsewhere as appropriate.
- Act as the key point of contact between the Board of Directors, Council of Governors and the Regulator
- Ensure the effective flow of information within the Council of Governors, Board of Directors and Committees, and between the Senior Leadership Team and the Board of Directors, through the development and implementation of a sound performance reporting and risk management system and other appropriate mechanisms

- Act as the main channel of communication and information for Non-executive Directors

b. **Membership and Council of Governors**

Ensure that appropriate arrangements are in place to:

- Ensure that the Trust complies with its Constitution and that amendments to it are drafted and incorporated in line with correct procedures and best practice
- Ensure that general meetings of the Council of Governors are held in accordance with the Trust's constitution
- Ensure that effective arrangements are in place for the Board of Directors and Council of Governors to communicate and engage effectively with members and other key stakeholders
- Manage the membership activity of the Trust
- Ensure an accurate membership database is maintained including the public register
- Undertake regular monitoring of the Trust's membership community to ensure it represents the diversity of the local population; recommending strategies to address any shortcomings
- Manage legal and constitutionally compliant arrangements for elections to the Council of Governors and the appointment of stakeholders; managing the process for resignations and replacements between elections
- Develop internal and external two way communications channels with potential members and Governors
- Develop systems for securing engagement with the membership including a strong programme of health events. Encourage managers and staff to seek interaction with the membership, thus improving local accountability
- Ensure the provision of appropriate advice to the Council, including interpretation of the Constitution, Standing Orders and other policies/procedures
- Ensure the Council of Governors is supported effectively in their statutory roles, including support at meetings and Governors' Project Focus Group meetings
- Ensure the Council of Governors is supported effectively in their statutory roles in particular the appointment and reappointing of Non-executive Directors and the Trust's Auditors
- Support the Chairman to ensure effective communication with the Council of Governors
- Ensure effective arrangements for the proper induction of Governors and provide advice and support for the proper discharge of their duties

- Ensure arrangements are in place to identify the ongoing development needs of Governors and agree training, development and appraisal programmes, where appropriate and in conjunction with the Director of Workforce and Organisational Development

c. **Trust Secretariat Function**

- Provide a Secretariat function to facilitate the effective working of the Board of Directors, its Committees (including Partnership Boards with other organisations) and the Council of Governors. Support the Chairman and Chief Executive in the effective conduct of Board of Directors and the Council of Governors business, in particular, through:
 - Planning, preparation and timely submission of agendas, reports, supporting papers and minutes ensuring they comply with Trust policies on the production of papers and policies
 - Preparing agenda and minutes for Council of Governors, Board of Directors, Board Committees and where relevant, executive level committees
 - In consultation with the relevant Chair of the meeting, the organisation, agenda planning, identification and assignment of actions and tasks determine forward planners for the business of the Board of Directors, Council of Governors and where relevant, executive level committees
 - Ensure that the business of the Board of Directors and its Committees is planned in advance and that papers are dealt with by the most appropriate Committee in the most appropriate way
 - Monitoring the governance implications of business papers put to the Board of Directors and Council of Governors and ensuring appropriate follow-up of decisions
 - Maintaining a calendar of prospective Board of Directors business to ensure such business is appropriately dealt with within an annual business cycle
 - Reviewing and discuss, as required, the Board of Director's and Council of Governors agendas to optimise the use of time at meetings
 - Ensure Minutes of the Board of Directors, the Council of Governors and Committees properly record decisions made and their context
- Provide advice and support to the Trust's governance structures as required, including the Board of Directors and its committees, Council of Governors; and
- Ensure that arrangements are in place for the safe custody and application of the common seal.

d. **Advisory and Support**

- Work with the Chairman and the Director of Workforce and Organisational Development, responsibility for ensuring that arrangements are in place for a comprehensive induction of all Board members and provide advice and support regarding the discharge of their duties
- Work with the Chairman and the Chief Executive to ensure that appropriate arrangements are in place for the regular evaluation of the effectiveness of the Board of Directors, including the appraisal of individual Directors
- In consultation with the Chairman, ensure that a Board Succession Plan is in place and support the Chairman and the Director of Workforce and Organisational Development with the recruitment process for Non-executive Directors
- Support the Chairman and the Chief Executive to ensure that the capability and experience of the Board of Directors and the Executive Team are as required
- Working with the Chairman and the Director of Workforce and Organisational Development, responsibility for ensuring that arrangements are in place for a comprehensive induction of all Board members and provide advice and support regarding the discharge of their duties
- Work with the Chairman and the Chief Executive to ensure that appropriate arrangements are in place for the regular evaluation of the effectiveness of the Board of Directors including the appraisal of individual Directors
- Ensure that the Trust has an established and effective Board and Sub Committee structure and reporting mechanisms in line with best practice
- In conjunction with the Chairman, ensure that the membership of the Board committees is regularly reviewed and refreshed as appropriate and that Non-executive Directors are rotated on Committees
- Oversee a programme of regular review and evaluation of Board and Committee performance incorporating a range of methods including self-assessment and independent review etc.
- Support the Chairman and the Chief Executive to meet the requirement to give information to Parliament and members of Parliament in an open, accurate and timely manner
- Provide formal oversight and management of the Trust's compliance with the Freedom of Information Act, the Human Rights Act, Information Governance and legislation on Board liabilities, advising board members on potential changes to policy or practice and taking ownership for progressing the necessary actions arising
- In conjunction with the Head of Legal Services ensure the provision of appropriate legal advice, legal services and insurances to the Board of Directors

e. **Freedom to Speak Up Guardian**

- As the Local Freedom to Speak Up Guardian, be accountable to the Board and work alongside Executive Directors and the Senior Leadership Team to support the Trust in becoming a more open and transparent place to work, where all staff are actively encouraged and enabled to speak up safely.
- Lead the development and deliver communication and engagement programmes to increase visibility of the Freedom to Speak Up Guardian amongst all staff.
- Accountable for promoting local speaking up processes and sources of support and guidance, demonstrate the impact that speaking up is having in the organisation, and celebrate speaking up.
- Ensure that all 'frontline' staff are aware of, and have access to, support to help them speak up.
- Lead, develop and support a network of 'advocates' to ensure that Freedom to Speak Up reaches all parts of the Trust and everyone has easy access to someone outside their immediate line-management chain who can advise and support them.
- Responsible for ensuring that individuals receive appropriate feedback on how issues that they speak up about are investigated, and the conclusion of any investigation.
- Responsible for providing extra support, including 1-2-1 support, to people who are experiencing difficulty with speaking up, or those who are experiencing difficulty in handling or supporting someone who is speaking up.
- Take immediate appropriate action when matters that people are speaking up about indicate that safety and quality may be compromised.
- Responsible for the development of performance measures, data sets, and indicators to monitor trends and identify linkages between issues raised through people speaking up, and issues raised through other safety and quality routes.
- Be the Trust lead to participate in National Guardian Office activities and training, actively supporting fellow Freedom to Speak Up Guardians, developing personal networks and peer-to-peer relationships, contributing to wider networking events, and sharing and learning from best practice.
- Escalate issues that cannot be resolved locally with the National Guardian's Office, including where Trusts appear to be failing in their obligations.
- Keep abreast of developments and best practice, assessing their own development and training needs, and seeking support in addressing these.

f. **Leadership and Management**

- Provide effective leadership and direction to the Trust Secretariat, Legal Services and Risk Management and Compliance functions.

- To oversee the management and effective functioning of the Chief Executive's Support Office, ensuring that the Chairman, Chief Executive, Executive Directors and Non-executive Directors receive appropriate administrative support
 - Manage the budgets of the Secretariat, Legal Services and Risk and Compliance functions, the Chairman and Non-executive Directors and Board development, ensuring that appropriate an budget is set each year and that cost improvement programmes are delivered each year
 - Develop and adapt the role and responsibilities through time in line with Trust needs.
- f. **Personal and Staff Development**
Provide support, through objective setting, appraisal and the agreement of personal development plans, to all direct reports and other senior staff as required.
- g. **Wider responsibilities**
- Maintain systems to ensure all governance related policies and strategies are up to date and for the monitoring of such policies
 - Contribute to the corporate development of the Trust through the leadership of key areas of work defined by the Chief Executive
 - In conjunction with the Chief Executive coordinate the Trusts' formal response to relevant consultations
 - To contribute to the maintenance of constructive and fruitful working relationships with all members of the health community to foster a strong culture of partnership working
 - To work on specific projects on behalf of the Chief Executive as required
- h. **Company Secretary of Companies established by the Trust**
- To be Company Secretary, an accountable officer of the Company, responsible for ensuring any companies comply with all statutory requirements under the Companies Act and any other related legislation or other mandatory requirements
 - Advise Companies House on all changes to the companies, including the appointment and removal of Company Directors, ensuring mandatory returns are completed within statutory timescales, including the completion and filing of Annual Returns to the Registrar of Companies, Companies House, the completion of returns to the Office of Fair Trading where appropriate, and ensuring appropriate banking arrangements are in place for those companies
 - Advise the boards of those companies on corporate governance and legal matters including shareholders interests and agreements, assurance, risk, insurance and compliance with any agreements entered into

2. MOST CHALLENGING PART OF THE JOB

To ensure high levels of governance and policy development which reflect the strategic intent and direction of the Trust and imbue a culture of probity and good governance. Trust Company Secretary is often described as the “conscience and memory of the organisation” and is required to act as independent and impartial arbiter to the Board of Directors and Council of Governors.

The role demands exceptional listening, analytical and problem solving skills, and must bring strong judgement, objectivity and scrutiny to a range of activities across the Trust's corporate agenda; weighing up and presenting judgements on complex situations requiring the interpretation and comparison of a range of options. The Trust Secretary will need highly developed interpersonal and diplomatic skills for influencing and managing complex situations whilst sustaining engagement and involvement. This will require advanced theoretical and practical knowledge across a wide range of specialist areas and functions.

“Key to the success of this role is the need to balance being part of the Executive Team whilst at the same time remaining a neutral observer and advisor to the Board and Executive Team.” (HFMA, 2006).

3. GENERAL INFORMATION

The Trust's Values

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

Respecting Everyone
Embracing Change
Recognising Success
Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

Respecting Everyone

We treat everyone with respect and as an individual
We put patients first and will deliver the best care possible
We are always helpful and polite
We have a can do attitude in everything we do

Embracing Change

We will encourage all change that helps us make the best use of our resources
We learn from our experiences and research new ideas
We look to constantly improve everything we do

Recognising Success

We say thank you and recognise everyone's contribution
We take pride in delivering the best quality in everything we do
We share and learn from each other
We encourage new ideas that help us to be the best we can

Working Together

We work together to achieve what is best for our patients
We support each other across the whole Trust
We listen to everyone
We work in partnership

Transforming Care

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,
Renewing our hospitals, Building capability, Leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
 - Does not cause offence
 - To challenge the inappropriate behaviours of others
 - Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy
-

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 1998.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System
- Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Job Description completed/reviewed by:

Managers name:

Date:

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

PERSON SPECIFICATION

Trust Secretary

Education and Qualifications	To be evidenced by*
Q1 Educated to degree level or equivalent professional qualification	A
Q2 Relevant management qualification or member of the Institute of Chartered Secretaries and Administrators (ICSA)	A
Q3 Continuous professional development and experience in this role	A
Knowledge and Experience	To be evidenced by*
E1 Previous relevant experience in a Board Trust Secretary role	A & I
E2 Able to demonstrate an in-depth knowledge and understanding of corporate governance conduct principles, legislation and best practice and able to evidence application of this knowledge in a complex organisation	A & I
E3 Able to evidence application of advanced organisational management skills and delivery of complex organisational tasks	A & I
E4 Experience of working within an organisation under public and political scrutiny	A & I
E5 Significant experience of Board and corporate governance systems and processes	A & I
E6 Comprehensive understanding of the NHS and its infrastructure	A & I
E7 Strong evidence of experience in handling complex arrangements to a high degree of accuracy, timeliness and effectiveness, including managing multiple deadlines	A & I
E8 Proven experience in writing papers for senior level, internal and external audiences	A & I
E9 Detailed appreciation of the role of NHS Foundation Trusts and the regulation Thereof	A & I

- | | |
|---|-------|
| E10 Understanding of the roles and relationships between the Trust Chairman, Chief Executive, Executive and Non-executive Directors | A & I |
| E11 Understanding the roles and relationships between Council of Governors and Board of Directors | A & I |
| E12 Demonstrates evidence of budgetary management experience | A & I |
| E13 Experience of line management of staff | A & I |
| E14 Understanding of the implications of the Health and Social Care Act 2012 and the concept of a licencing regime | A & I |
| E15 Able to demonstrate an in depth knowledge and understanding of risk management systems, processes and their application in the workplace | A & I |

Skills and Abilities

To be evidenced by*

- | | |
|--|---------|
| S1 Demonstrates ability to understand issues quickly and explain them clearly and succinctly | A, I, F |
| S2 Demonstrates advocacy and highly developed verbal, written and presentational and communication skills | A, I, F |
| S3 Good political awareness, influencing, negotiation and conflict management skills both within and outside an organisation | A & I |
| S4 Strong IT skills (able to manipulate and present complex data in an intelligent manner) | A & I |
| S5 Proven ability to work with a high level of autonomy over responsibility and decision making, and make sound, properly informed judgements | A & I |
| S6 Ability to manage conflicting priorities in order to meet specific deadlines | A & I |
| S7 Ability to explain complex matters to non-experts e.g. implications of legislative or regulatory changes | A, I, F |
| S8 Good team building and people management skills | A & I |
| S9 A calm, logical approach and an ability to work and deliver under pressure | A & I |

Behaviours and Values

- B1** – Respecting Everyone
 - B2** – Embracing Change
 - B3** – Recognising Success
 - B4** – Working Together
-

- * **A = Application Form**
- I = Interview**
- F = Focus Group**
- P = Presentation**
- T = Test**