

## JOB DESCRIPTION

### *FOI and Information Governance Administrator*

---

<b>Band:</b>	Band 4
<b>Hours:</b>	23 hours per week
<b>Division:</b>	Trust Services
<b>Department:</b>	Trust Secretariat
<b>Responsible to:</b>	Head of Information Governance
<b>Key Relationships:</b>	Trust Secretary, Deputy Trust Secretary, Membership and Engagement Manager, Head of Risk Management, Senior Information Risk Owner, Caldicott Guardian, Trust Solicitors, Divisional contacts including FOI contacts, any other relevant Trust staff

---

#### **Job purpose**

##### *A summary*

The role is to provide general administrative support to the Information Governance Team, particularly providing effective administration of Freedom and Information requests made to the Trust, and maintenance of the Trust's publication scheme.

The role will include responsibility for the logging and internal referral of requests for requests, as well as the collation of information for final responses for review by the Head of Information Governance. This will involve applying key exemptions and understanding of the Freedom of Information Act 2000.

Other general administration duties will include general administrative support for the Information Governance Team (such as filing, telephone calls, taking and producing high quality minutes for wider distribution, booking meeting rooms and data collection for reporting purposes).

#### **Main duties and responsibilities**

- Processing all Freedom of Information requests received by the Trust in accordance with corporate and legislative requirement; including logging, reviewing and referring requests, collecting information, and collating final responses for review.
- Maintaining the Trust's publication scheme and Freedom of Information webpages.
- Providing advice and guidance to Trust staff on the Trust's Freedom of Information policy and processes.
- Acting as the Trust's main point of contact for external and internal inquiries regarding Freedom of Information.

- General administrative responsibilities for the Information Governance Team, including filing, meeting arrangements providing data reports, and other administrative tasks.

### **General Information:**

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, honesty and transparency (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.

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.

*Each Line Manager* is 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 12018 and the General Data Protection Regulation (GDPR).
  - 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.
- 

## **Workplace Health and Wellbeing**

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

---

**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

Education and Qualifications		Essential	Desirable	To be evidenced by *
Q1	Practitioner Certificate in Freedom Of Information		✓	A
Q2	Computer literate to a high standard	✓		A
<b>Knowledge and Experience</b>				
E1	Experience of working prioritising own work and meeting deadlines	✓		A & I
E2	Experience of working in a busy office environment, utilising legal or organisational, secretarial and administrative skills.	✓		A & I
E3	Previous experience working with FOI requests	✓		A & I
<b>Skills and Abilities</b>				
S1	Excellent administrative skills to include word processing skills.	✓		A
S2	Excellent communication and interpersonal skills in order build and maintain positive working relationships, inspire confidence.	✓		I
S3	Ability to work under own discretion and initiative in order to meet strict and pressing deadlines.	✓		A & I
S4	Able to quickly understand complex concepts and prioritise accordingly.	✓		A & I
S5	Manage priorities and expectations in a professional and tactful manner, understanding the often sensitive and confidential nature of the subject matter.	✓		A & I
S6	A pride in quality and accuracy of work.	✓		A & I
S7	Self-motivated and keen to explore new methods of working	✓		
S8	Co-operative, helpful and flexible attitude to work.	✓		A & I
S9	Willingness to undertake appropriate training and develop additional skills.	✓		A & I
<b>Behaviours and Values</b>				
B1	Respecting Everyone	✓		I
B2	Embracing Change	✓		I
B3	Recognising Success	✓		I
B4	Working Together	✓		I
<b>Public Sector Language Competency</b>	Be able to speak fluent English to an appropriate standard.	✓		I

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

## JOB DESCRIPTION

---

<b>Post:</b>	<b>Head of Information Governance</b>
<b>Band:</b>	<b>8b - Indicative, To be Confirmed</b>
<b>Division:</b>	<b>Trust Services</b>
<b>Department:</b>	<b>Trust Secretariat</b>
<b>Responsible to:</b>	<b>Trust Secretary</b>
<b>Responsible for:</b>	<b>Information governance team including data protection</b>

---

### **Job purpose**

The post holder will be the organisation's subject matter expert on all Information Governance (IG) related matters. Be the recognised authority and advisor on all Information Governance matters and as such provide an organisation-wide advisory and guidance service. They will provide expert advice and guidance to the Trust on Confidentiality, Data Protection, and Information Security.

The post holder will be the responsible person for the Data Protection Act and incoming General Data Protection Regulation (GDPR) compliance for the Trust including monitoring and reporting on compliance. They will proactively promote Trust Wide Information Governance awareness and lead on the design and delivery of a series of Information Governance related training courses, for all Trust staff and defined roles.

They will act as the Trust's Data Protection Officer and carry out the tasks assigned to the Data Protection Officer in Article 39 of the General Data Protection Regulation 2016 including monitoring and advising on compliance with all privacy related legislation and standards and providing an annual data protection assurance statement to the Board as part of the Statement of Internal Control.

### **Main duties and responsibilities**

The role holder will lead the Information Governance function and its team. The role holder's main responsibilities are to:

#### ***Information Governance***

- Be the recognised authority on all Information Governance matters within the Trust and as such provide an organisational wide advisory and guidance service on highly complex information legislation matters where there can be differing opinions.
- Be the responsible person for producing Trust wide work plans on an annual basis to meet policy, procedure and legislation requirements.
- Write, implement, review and update trust wide Information Governance policies, guidelines, protocols, procedures and processes to ensure safe and effective



management of information across the trust.

- Advise the Trust on how to meet information governance policy requirements when working with external organisations.
- Assess the impact of changes to national IG initiatives and to the IG Toolkit, and advise the Information Risk Management Group (IRMG) of such changes, making recommendations to the Trust and ensuring that actions plans are prepared, agreed and implemented in order for the Trust to meet national IG requirements.
- Liaise with the Information Commissioner's Office (ICO) on Data Protection matters and ensure that the ICO's guidance is made available to Trust employees.
- Provide specialist advice on all IG matters eg Data Protection to IRMG, relevant sub-committees and across the whole Trust.
- Develop and supply to resolve issues of non-compliance in the Trust offering a range of options which are suitable both for service provision and for legislative compliance.
- Monitor and audit compliance with policies and procedures across the Trust through site visits, including inpatient, outpatient and corporate areas, initiating actions to address areas of non-compliance and reporting on progress and risks to the IRMG.
- Proactively produce, maintain and monitor the Trust's Information Governance improvement plan and report regularly on progress to the Risk Management Group.
- Manage and co-ordinate completion of the annual Trust Information Governance self-assessment with Trust leads, using the NHS Digital Data Security and Information Governance Toolkit.
- Responsible for maintaining an IG risk register, ensuring that all major risks are brought to the attention of IRMG and appropriate senior managers for action.
- Responsible for ensuring the Trust's Data Protection registration is maintained and all other external IG regulatory or audit requirements are completed and reported in a timely and efficient manner to the appropriate monitoring body.
- Oversee maintenance of an appropriate, up-to-date Information Governance evidence portfolio so that it is available to support Care Quality Commission reviews and/or internal and external audits.
- Present implementation plans and progress reports to the IRMG on a regular basis.
- Act as the Trusts representative on all local, regional and national Information Governance related meetings on behalf the Trust, providing feedback to relevant Trust working and steering groups.
- Investigate complex complaints in relation to Information Governance on behalf of the Trust ensuring a thorough and fair assessment in relation to highly sensitive information.
- Collate and analyse performance statistics on aspects of information governance to identify trends and areas for action and improvement.
- Take corporate responsibility for Information Governance compliance in the procurement of new goods and services.



- Responsible for drafting, producing and ensuring appropriate policies, procedures and guidance are available for staff to carry out their roles in a compliant manner.

### ***Data Protection Officer Role***

- Be responsible for practical application of current European general data protection legislation (GDPR).
- Operate impartially within the organisation with direct access and reporting to the Trust Board and Trust Board members in carrying out this role.
- Possess integrity, professional ethics and sound judgement to fulfil the role within the organisation including at Trust Board level.
- Communicate effectively with the highest levels of management including Trust Board members.
- Be the first point of contact for supervisory authorities (the ICO).
- To be the first point of contact for individuals whose data is processed; the data subject (employees, patients, carers, service users, etc.).
- The DPO must declare any conflicts of interest both internal and external which may affect their ability to provide impartial and independent advice to the Trust on matters relating to data protection.
- Possess the skills to implement essential elements of GDPR such as the principles of data processing, data subjects' rights, data protection by design and by default.

### ***Data Protection and Confidentiality***

- Act as the Trust Lead Data Protection Officer, providing specialist advice to Trust staff on data protection matters.
- Provide advice and monitoring on Privacy Impact Assessments (PIA) and ensure that PIAs are carried out on all relevant projects.
- To submit any necessary privacy impacts to the ICO for review.
- Monitor arrangements to ensure that data access information requests, including requests for access to health records, are processed within the permitted timescales and assurance can be provided to the Trust as to compliance.
- Manage complaints raised by the Information Commissioner's Office where alleged breaches of legislation have occurred.
- In conjunction with IM&T ensure the Trust Information asset register of systems and files containing personal information and associated security arrangements is updated and maintained.
- Update and maintain the Trust's Data Protection Registration entry, as required by the Information Commissioners Office.
- Lead the monitoring of information processing against agreed standards by undertaking inspections and audits of information security and confidentiality arrangements within the organisation

- Develop and maintain Trust privacy and fair processing notices.
- Contribute to the development of a culture of openness allowing appropriate information to flow freely.

### ***Information Asset Ownership***

- Provide leadership, support and guidance to the Trust's Information Asset Owners to ensure that IG provision is clearly understood and enables full integration across the whole Trust.
- Co-ordinate, develop and lead the Information Asset Working Group to support Information Asset Owners.

### ***Care and Corporate Records Management***

- Support subject matter experts in the development and delivery of the Trust's Procedural Documents Management policy and Corporate Records Retention Policy to ensure legislative compliance and in support of strategic objectives.

### ***Training***

- Be responsible for identifying Trust-wide Information Governance (IG) training needs, ensuring that IG statutory and mandatory, as well as recommended, learning requirements are clearly defined, that training courses and information material on IG available to staff meet those needs, and that the Trust meets its associated performance target of 95% compliance.
- Be responsible for the development, maintenance and delivery of the IG component of the Trust Induction Programme, along with a comprehensive series of Information Governance related training courses for all Trust staff, and for defined roles, to enable staff to meet their legislative requirements.
- Develop, deliver and evaluate training and workshops on confidentiality on information security, and other information governance subjects at various levels of complexity and in varying settings.

### ***Managerial and Administrative***

- Have line management responsibility for staff within the Information Governance function including Freedom of Information and Subject Access Requests.
- Oversee and manage the administration of the Information Risk Management Group and other subgroups as required including formal minute taking.
- Act as a topic expert for serious incidents that involve IG, ensuring appropriate action is taken and advising on breaches of policy for disciplinary action.

### ***Knowledge***

- Maintain a working expert knowledge and understanding of all IG National themes (particularly the Data Protection Act and Freedom of Information Act)
- Maintain a detailed working knowledge of current NHS Information Security and Confidentiality policy and developments.

### ***Communication and Other Responsibilities***

- Initiate and lead projects to address information governance requirements, producing detailed project briefs, plans and progress reports as appropriate.
- Attend and contribute to departmental and other relevant meetings.
- Maintain effective working relationships with user departments.
- Develop and maintain effective working relationships with external suppliers of systems and services.
- Respond professionally and calmly, using tact and diplomacy, to a range of difficult or emotional situations with staff, service users and others, for example when discussing policy information which may be unpopular, or dealing with cases where staff have misunderstood or not complied with policy.
- Promote Trust wide good practice in the use of IT hardware and software.
- Store, install and operate all IT equipment safely when under own control.
- Participate in other departmental projects and undertake any other duties appropriate to the grade, as agreed with line manager.

### **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, honesty and transparency (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.

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.

**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.

## Workplace Health and Wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

---

### Job Description completed/reviewed by:

**Managers name:** Eric Sanders, Trust Secretary

**Date:** 01 March 2018

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**  
**Head of Information Governance**

Education and Qualifications	Essential	Desirable	To be evidenced by*
Degree level qualification or equivalent experience	✓		A
Information Systems Examinations Board (ISEB) Data Protection, or equivalent relevant experience or other qualification	✓		A
Evidence of continuous professional development in relation to Information Governance and changes in legislative requirements	✓		A/I
Knowledge and Experience	Essential	Desirable	To be evidenced by*
Expert knowledge of information governance requirements including relevant legislation and regulation	✓		A/I
Thorough knowledge of General Data Protection Regulation and its application	✓		A/I
Extensive experience of developing and implementing information governance frameworks	✓		A/I
Proven track record of implementing regulatory change projects	✓		A/I
Experience of handling Executive and Board level engagement, including preparation of Board reports and presenting at senior meetings	✓		A/I
Proven experience of leading and developing motivated and high performing teams	✓		A/I
Experience of developing and delivering targeted information governance training and evaluating success	✓		A/I
Strong understanding of governance, assurance and audit requirements and how these relate to an NHS Foundation Trust	✓		A/I
Experience of developing strong, collaborative and productive working relationships with other partner organisations and stakeholders	✓		A/I
Strong understanding of the threats, risks, and influences affecting the future of the NHS and wider healthcare provision and how to manage these		✓	I



Experience of managing NHS data protection and security requirements and the Information Governance toolkit.		✓	A/I
Supervisory/ management experience			A/I
Skills and Abilities	Essential	Desirable	To be evidenced by*
Values-based leadership skills	✓		I
Ability to determine priorities and deliver outcomes to deadlines	✓		I
Ability to communicate and influence effectively at senior levels	✓		I
Excellent presentation skills and the ability to tailor material to varying audiences	✓		I/P
Excellent written skills	✓		I
Ability to interpret complex information, offer informed advice and distil this into easily understood materials and messages	✓		I
Proven change management and project management skills	✓		A/I
Ability to run effective continuous improvement programmes	✓		A/I
Ability to build trusted relationships within and outside the organisation	✓		I
Strong risk instinct with the ability to drive a positive culture around effective risk management	✓		I
Strong Information Technology skills	✓		A/I
Behaviours and Values	Essential	Desirable	To be Evidenced by*
<b>B1 – Respecting Everyone</b>	✓		I
<b>B2 – Embracing Change</b>	✓		I
<b>B3 – Recognising Success</b>	✓		I
<b>B4 – Working Together</b>	✓		I
<b>Public Sector Language Competency</b> Be able to speak fluent English to an appropriate standard.	✓		I

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

## JOB DESCRIPTION

### ~ Information Governance Officer ~

---

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

---

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

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