

## **JOB DESCRIPTION**

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

### **Role Summary**

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

To provide specialist knowledge on all aspects of information governance.

To support the DPO with the implementation of the General Data Protection Regulations and Data Protection Act (2018) and lead on designated IG projects.

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

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

### **Key Responsibilities**

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

- To monitor and review all IG adverse incident reports. Provide advice and support to the clinical teams. Lead on serious adverse incidents ensuring a root cause analysis has been undertaken and, where appropriate, reported to the ICO.
- Undertake IG spot check audits across the Organisation, ensuring actions have been implemented.
- To manage the information governance team ensuring the operational elements of information governance, information security, registration authority and privacy officer are implemented in line with the Trust's IG strategy.

## **Communication & Relationships Skills**

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

## **Knowledge, Training & Experience**

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

## **Analytical and Judgemental Skills**

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

## **Planning & Organisational Skills**

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

## **Physical Skills**

- Standard keyboard skills.

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

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

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

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

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

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

## **Responsibility for Human Resources**

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

## **Responsibility for Information Resources**

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

## **Responsibility for Research and Development**

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

## **Freedom to Act**

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

## **Physical Effort**

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

## **Mental Effort**

- Frequent concentration required when analysing complex information.

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

## **Emotional Effort**

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

## **Working Conditions**

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

## **Personal/ Professional Development**

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

## **Standards of Behaviour**

**We have four core values and promises we advocate as an organisation.**

### **To work together**

To work as a team helping achieve our goals and support others to make positive changes.  
To be appreciative acknowledge and thank people for their efforts and contributions.  
To be Inclusive open and honest, welcome people's views and opinions and involve people in decisions that affect them.

### **To have compassion**

To be supportive by being empathetic and reassuring and supporting people when they need it  
To be respectful and treat people fairly, with respect and dignity, protect their privacy and help them feel comfortable  
To be friendly by being welcoming and approachable. Making eye contact, saying hello and introducing yourself

### **To ensure safety**

We communicate well and explain clearly, share relevant and timely information and keep people updated  
We are organised and plan ahead, manage time and be prompt in what we do  
We speak up and contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

### **To continuously improve**

By listening and welcoming people's views and ideas, invite people to ask questions and share their opinions and respond to what we hear

By learning and sharing best practice, celebrating good performance and supporting others to use their skills, learn and grow

By taking responsibility and a positive attitude, to act and encourage people to take the initiative and make improvements

## **Health and Safety**

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

## **Confidentiality**

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

## **Equality and Diversity**

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

## **Infection Prevention**

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

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

### **Trust Dress Code**

- Trust approved uniform/dress code must be adhered to
- When in clinical areas all staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

### **Hand Hygiene**

- Decontaminate your hands as the per 'The five moments of hand hygiene'

### **Own Practice**

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

### **Decontamination**

- Ensure that equipment you have been using or about to use has been decontaminated effectively

- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

## Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

## Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines . All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

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

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

## Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve



our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact: [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

**Organisational Chart- this is not included in generally on JDs**

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

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

FOI REF 603-1920

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

REQUIREMENT	ESSENTIAL	DESIRABLE
QUALIFICATIONS/TRAINING	Degree level education, or able to demonstrate considerable experience in Information Governance	Professional IG relevant qualification
EXPERIENCE	Demonstrable experience and knowledge in all aspects of Information Governance and in the interpretation and application of legislation in a large public facing organisation	
	Experience of disseminating information through a variety of media (including formal/informal training sessions) to a wide and varied audience	
	Development of IG related policies, standards, processes, procedures and protocols and implementing same	
	Experience in NHS IG role, preferably in an acute setting.	
	Experience in the use of MS Office applications and to be proficient in the use of standard software applications, including email and Power-point	
	Ability to work collaboratively across organisational and professional boundaries to achieve Trust objectives	

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

REQUIREMENT	ESSENTIAL	DESIRABLE
	Self-motivated and highly organised, with a flexible, logical and adaptable attitude	
	Proven ability to perform under pressure and meet deadlines	
	Ability to prioritise complex agenda	
	Able to manage time and priorities appropriately, progressing and completing several activities at the same time	
	Good level of people management skills including tact and diplomacy	
	Line management skills	
PERSONAL QUALITIES	Ability to travel to sites across the Organisation and to other externally held meetings	

FOI/R

REQUIREMENT	ESSENTIAL	DESIRABLE
	Excellent interpersonal skills with the ability to communicate well with others, both written and verbal	
	Demonstrates political awareness	
	To have a flexible approach in order to meet demands of the job role.	
	Enthusiastic with a passion for compliance and regulation and improving quality in health services	
	Present a professional image.	
	Ability to motivate others	
	Innovative	
	Committed to meeting shared objectives	

FOI REF 6

Organisational Chart

