Job Description and Person Specification

University Hospitals of North Midlands
NHS Trust

PROUD TO CARE

Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone. The Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk
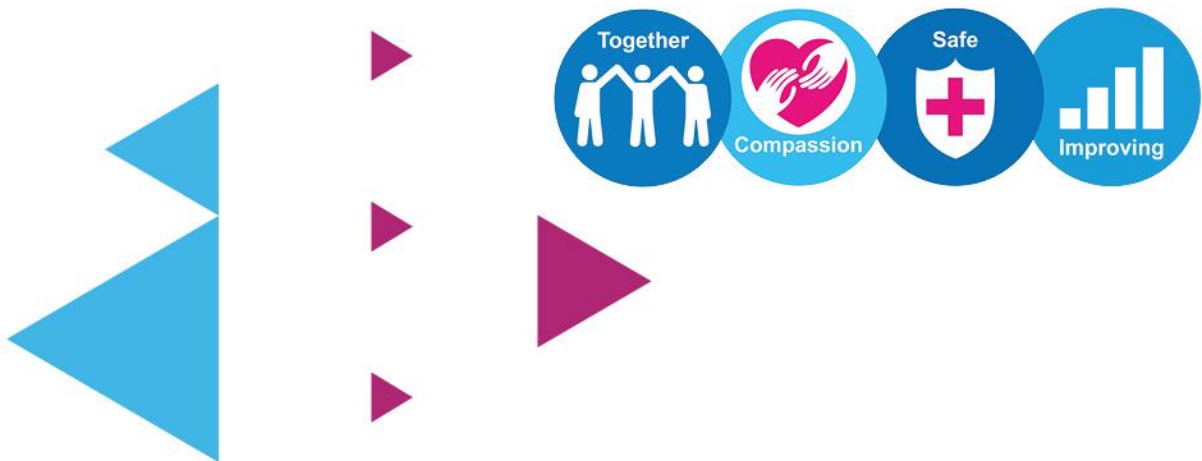
Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.

Together
- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them

Compassion
- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is

Safe
- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

Improving
- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: Central Functions

Job Title: Data, Security & Protection Officer (Registration Authority)

Band: 4

Location: IM&T Department, RSUH

Hours: tbc hours per week (Monday – Friday)

Managerially accountable to: Information Security Manager

Professionally accountable to: Head of Data, Security & Protection/ Data Protection Officer

Role Summary
To support the Information Security Manager (RA and Privacy) in the co-ordination and delivery of DSP across the Trust. This post will primarily focus on, but is not limited to information security/ RA, where compliance with key Data Protection legislation is required:

- Responsible for the day-to-day support of the local Registration Authority including the issuing and updating of smartcards to users whilst adhering to the National Registration Authority processes. Liaise with departments and staff in order to support the operational needs of the local Registration Authority Team.
- Appropriate assignment of roles which require a smartcard to access electronic systems.
- Monitoring of user acceptance, chasing responses to enable timely approval.
- Review of access with escalation to Privacy Officer where required
- Undertake RA audits in line with national recommendations
- To manage and coordinate RA documentation, ensuring all supporting documentation and communication is referenced in the appropriate folders and is up to date
- To co-ordinate RA training, ensuring the training syllabus is updated on a yearly basis, the training register is accurate, information is uploaded to the Trust's ESR system and training material is available where required.
- To implement and manage the privacy database; monitor and seek assurance that actions have been implemented.
- To manage and co-ordinate RA/Privacy documentation ensuring all documentation is up to date.
- Responsible for adherence and implementation of developed RA policy and procedures.
- Responsible for the safe use of the RA equipment, its safe storage when not in use and ensuring it is adequately maintained.
- Maintain upkeep of RA workstation e.g. Data card printer.
- Act as a resource for the advice, support and guidance of sponsors and staff on all RA and associated administrative matters.
- Update appropriate local RA information systems to support the RA team in extracting management and statistical information.

To act as Information Asset Administrator, where required to include; maintaining the information system, ensuring content is accurate, access management is up to date and reports produced to support implementation of the DSP portfolio. To support the Information Security Manager with training and production and amendment of standard operating procedures.

To produce reports to support the Information Security Manager and DSP Manager in the delivery of the DSP agenda, to identify areas for improvement.

To provide a comprehensive and confidential administrative service. This will include diary management, scheduling clinicians to attend meetings where appropriate, arranging and preparing papers for meetings and taking comprehensive minutes/ notes to the meeting.

To be a point of contact for DSP, providing support and advice, where appropriate.

To support the DSP team with the management of advisory/ audit visits. To include the administration, co-ordination and collation of required information.

Produce material to communicate messages across the Trust, via flyers, newsletters and other appropriate media, in relation to asset management.

To support the DSP team with the management of adverse incidents/ complaints ensuring timely completion of investigations and implementation of actions.

Support the DSP Team with the administration, co-ordination and undertaking of assessments.

To ensure the DSP website, reflects latest guidance/ information in relation to information security portfolio

Key Areas/Tasks

To have a good working knowledge of the Data, Security and Protection Toolkit ensuring knowledge is in line with latest guidance.

To have a good working knowledge of Data, Security & Protection and information security, ensuring knowledge is in line with latest guidance.

To be responsible for coordinating the RA service effectively to provide a high quality and response service; to include the issuing of smartcards and associated role profiles in compliance with the National and local registration policies and procedures, maintaining databases, ensuring recommendations have been implemented, producing reports and identifying areas for improvement.

To act as Information Asset Administrator, where required to include; maintaining the information system, ensuring content is accurate, access management is up to date and reports produced to support implementation of the DSP portfolio. To support the DSP Manager with training and production and amendment of standard operating procedures.

To take account of national and local policies and guidelines in the execution of a project.

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

To ensure communication channels are used appropriately to facilitate the flow of information between relevant parties.

To be a point of contact within the DSP Team. Provide staff and service users with DSP advice and understand the Trust's responsibilities.

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

Support the Information Security Manager, providing an effective administration service so that documentation is raised as required, ensure it is suitably tracked, answering queries and chasing progress as required, processed in a timely fashion on the National RA systems and local RA information systems and stored in compliance with the Data Protection Act 2018. Responsible for communicating advice and instructions to users and sponsors. Handle queries about verification of applicants or sponsors identity. This requires tact and diplomacy, as the information required is sometimes perceived as sensitive by applicants and sponsors. Respond to and resolve user RA problems as and when they arise or escalate to the National Service Desk if required. This requires analysis of the situation to fully understand and interpret the problem, followed by the comparison of a range of options to resolve the problem. In addition, planning and organisation skills will come to the fore to ensure problems are resolved in a timely fashion regardless of any previously planned activities. Validate new/temporary/locum users with appropriate ID, add new users to the system and issue smart cards to enable system access. Liaise with IT Support to ensure relevant hardware e.g. smartcard reader is available to users. Ensure new users are able to access the system. Amend user access rights when users change roles. Remove access rights for users leaving the Trust. Maintain user access according to policies and procedures.

To support the DSP Team in the co-ordination and administration of evidence in preparation for visits/ inspections/ assessments; working with clinical teams to ensure evidence is submitted in a timely manner.

To support the DSP team with the management of advisory/ audit visits, spot check visits and service reviews. To include the administration, co-ordination and collation of required information.

To liaise with all staff groups to ensure evidence submitted meets the requirements for external DSP accreditations, inspections and reviews.

To participate as a member of the DSP review team, visiting a number of areas across both sites.

To liaise with policy/ procedure leads to ensure that documentation, that supports asset management/ service provision is reviewed and approved appropriately.

Continually assess the latest procedures with a view to advising departmental leads on updates and improvements to working practices.

To work within departmental procedures, where work is checked on a regular basis.

To develop local procedures to support management of the DSP portfolio.

To comment on proposed changes to the local procedures and working practices to take advantage of opportunities for improvement.

Responsible for adherence and implementation of developed DSP policy and procedures.

To manage and co-ordinate RA/ Information Security documentation, ensuring all documentation is up to date.

To ensure the DSP intranet page reflects up to date information, in relation to post holder's portfolio.

Produce material to communicate messages across the Trust, via flyers, newsletters and other appropriate media.

To provide a comprehensive and confidential administrative service. This will include diary management, scheduling clinicians to attend meetings where appropriate, arranging and preparing papers for meetings and taking comprehensive minutes/ notes to the meeting.

To co-ordinate RA training, ensuring the training syllabus is updated on a yearly basis, the training register is accurate, information is uploaded to the Trust's ESR system and training material is available where required.

To support the DSP team with the management of adverse incidents ensuring timely completion of investigations and implementation of actions.

To implement and manage databases, to support timely collation and analysis of information. Monitor and seek assurance that actions have been implemented.

To manipulate and analyse data, utilising business intelligence/performance management software systems and Excel

To produce reports to support the Information Security Manager/ DSP Manager which identify key trends and identify areas for improvement.

To provide a high level of service at all times to the general public, patients and colleagues by providing administrative support to the DSP Team to facilitate the delivery of a robust DSP management system.

The post requires IT skills, including experience in using Microsoft Excel.

This post requires advanced keyboard skills, as both speed and accuracy are important.

The post holder will be required to sit at a desk/screen for long periods of time. There is a requirement to use DSE equipment for most of the working day.

Able to act independently & show initiative, but within guidelines, within a changing and demanding environment.

Be proactive in developing and updating administrative procedures to ensure the smooth running of the department.

Able to work under pressure and meet deadlines.

To remain confident and calm under pressure, in order to propose solutions to complex or controversial problems.

Undertake light physical effort such as sitting, standing and walking.

The post holder will be regularly required to concentrate for investigating and analysing complex information, data and policies whilst managing conflicting priorities requiring immediate response.

Concentration will be required when inputting data and producing reports.

Concentration will be required for checking documents.

Concentration will be required for writing reports which require prolonged concentration.

Concentration required for analysis of information and production of statistics. Use of multiple databases required, in which to source information.

To escalate possible contentious/distressing disclosures, from patients, the public or staff.

The post holder may be required to work in a variety of areas across the hospital sites.

Maintain personal and professional development to meet the changing demands of the post and participate in appropriate training activities.

To ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.

To organise and prioritise own workload in conjunction with guidance from the DSP Manager.

Able to plan and organise a number of activities and continually reprioritise to meet changing deadlines and in response to unforeseen problems or events.

To have knowledge of a range of work procedures and practices, the majority of which will be non-routine requiring intermediate level theoretical knowledge e.g. Higher National Certificate, Diploma level or equivalent experience.

Some experience of working in an acute Trust

To have some experience of RA/ Information Security.

Personal/Professional Development

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

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.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

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

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

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

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;
- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment   Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____   Print _____ Date _____

Signed Manager _____   Print _____ Date _____

DSP Officer (RA)

Person Specification

	Specification	Criteria Essential	Criteria Desirable	Evidence
Essential Qualifications	Intermediate level qualification or equivalent experience e.g HNC, Diploma	✓		A
	GCSE/equivalent at Grade C or above in Mathematics and English/equivalent level of educational attainment or ability to demonstrate relevant experience	✓		A
	Completion of data protection course		✓	A
	Typing/word processing qualification to RSA III or equivalent		✓	A
Knowledge, Skills, Training and Experience	Experience/awareness of working in a RA/smartcard environment		✓	A/ Interview
	Knowledge of national NHS ID check standards		✓	A/Interview
	Proficient in the use of internet based software	✓		Interview
	Specialist knowledge of RA process		✓	A/Interview
	Experience of communicating with staff at all levels	✓		A/Interview
	Experience of incident management and review	✓		A/Interview
	Experience of using and managing systems such as DATIX, SharePoint and Excel to ensure information is in a usable format.	✓		A/Interview
	Experience in managing small projects	✓		A/Interview
	Experience of analysing data and presenting in a user friendly format	✓		A/Interview

	Involvement with inspections, accreditations and external reviews	✓		A/Interview
	Experience in the field of DSP	✓		A/Interview
	Involvement with audit and action planning	✓		A/Interview
	Experience in the management, sharing and monitoring of large amounts of data and information.	✓		A/Interview
	Experience in introducing innovative practice		✓	Interview
	Experience of ESR		✓	Interview
	Understanding and knowledge of health service information systems and the role of DSP.		✓	Interview
	Good written and verbal communication skills	✓		A/Interview
	Good computer skills with good knowledge of Microsoft Office, including Word, Excel and Outlook; with the ability to manipulate data and produce in a graphical format.	✓		A/Interview
	Ability to manage own work and prioritise in order to meet deadlines.	✓		A/Interview
	IT/ database knowledge	✓		A/Interview
	Produce quality/intelligence reports	✓		A/Interview
	Ability to recognise and resolve problems, referring where appropriate.	✓		A/Interview
	Knowledge of the DSP toolkit and Data Protection legislation		✓	Interview
	Ability to develop and deliver action plans in relation to the DSP agenda		✓	Interview
	Knowledge of the wider DSP			

	framework		✓	Interview
Personal Qualities	The ability to secure the cooperation of colleagues at all levels	✓		Interview
	Well organised, articulate, methodical, positive	✓		Interview
	Able to work under pressure with frequent interruption	✓		Interview
	Able to provide a high level of confidentiality	✓		Interview
	Positive and flexible approach to work	✓		Interview
	Full driving licence preferable		✓	Interview