



NHS

**University Hospitals
of North Midlands**

NHS Trust

Job Description and Person Specification

**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.

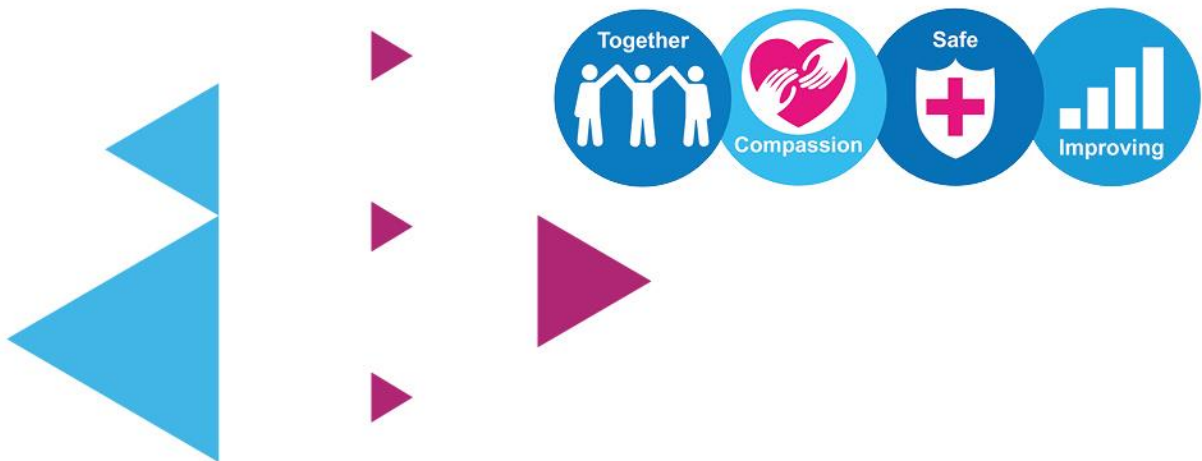
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

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: Head of Data, Security & Protection/ Data Protection Officer

Band: 8b

Location: IM&T Department, RSUH

Hours: 37.5 hours per week (Monday to Friday)

Managerially accountable to: Deputy Director of IM&T

Professionally accountable to: Director of Digital and Digital Transformation/ Senior Information Risk Owner

Role Summary

Reporting to the SIRO and Caldicott Guardian the post holder will be responsible for strategic and operational leadership of the Data, Security & Protection (DSP) agenda across the Trust, taking the lead in the development and management of the Trust-wide DSP Framework.

Responsible for risk assessing, planning and leading the development and implementation of DSP, ensuring the Trust meets its statutory obligations under Data Protection Act (2018), GDPR (2018), FOI (2000) and any other legislation relevant to the management of DSP. This will include Data Protection, Confidentiality, Freedom of Information and Personal Data Requests, Information Security & Privacy, Registration Authority and where appropriate supporting IM&T with implementation of Cyber Security.

To be a primary source of expert advice and lead on related policy development, to create and maintain high level of adherence to the requirements of DSP across the Trust. Raise awareness, the profile and understanding of the strategic and practical importance of DSP, and to assure the Trust Board, via the SIRO that it is meeting its statutory and mandatory obligations. The post holder will work autonomously towards defined results.

Develop and provide leadership to the DSP Team, to drive the delivery of service, motivate the team and support continual improvement across the DSP portfolio. This will include completion and timely submission of the DSP Toolkit.

Accountable for developing the strategy and direction for the DSP agenda across the whole Trust in consultation with the SIRO, Caldicott Guardian and CCIO. Lead on the delivery of DSP compliance with assurance via the appropriate Trust Committees; ensure compliance with local, regional and national guidance ensuring implementation and that performance targets, strategic objectives are met; lead and design corporate Policies and strategy.

To be nominated statutory Trust Data Protection Officer and fulfil those duties as required by the General Data Protection Regulation (2018) and Data Protection Act (2018).

Key Areas/Tasks

- Provide strategic and operational leadership and advice in DSP which includes Data Protection, Confidentiality, Information Security & Privacy, Registration Authority, Freedom of Information and Personal Data Requests and where appropriate supporting IM&T with implementation of Cyber Security.
- Evaluate and interpret complex national policy and legislation and consider any implications to the Trust.
- Plan and organise broad range of complex activities; formulate, adjust plans and strategies/formulate long term, strategic plans, involving uncertainty which may impact across the whole organisation.
- Develop and implement the Trust's DSP strategy, assurance framework and policies and procedures, in line with legislation, national guidance, regulatory requirements and standards. Provide assurance to the SIRO and Caldicott Guardian that these corporate responsibilities comply with relevant legislation and guidance.
- Develop and implement Trust Policies and Plans related to DSP and ensure these are regularly updated and evaluated in a timely manner.
- Develop and contribute to professional relationships within the Trust, with other commissioners and NHS funded organisations and multi-agency partners to raise awareness, profile and understanding of the strategic and practical importance of DSP.
- Decide in consultation with SIRO and Caldicott Guardian the best course of action for the Trust in terms of the DSP agenda.
- Use analytical judgement and expertise to ensure the Trust is able to meet its D,S&P obligations as required by GDPR (2018) and DPA (2018).
- Lead the development and implementation of the DSP delivery plans.
- Coordinate and deliver DSP emergency preparedness and training exercises for the Trust in line with DSP toolkit requirements.
- Advise and play a leading part in the development, approval and implementation of DSP relates policies and procedures e.g. Medical Devices, Clinical Photography, CCTV, Health Records.
- Work with IM&T to support implementation of the IM&T strategy; providing advice and guidance to ensure the Trust is adhering to DSP frameworks.
- Work with IM&T to ensure there is an effective and robust cyber security framework, fully supported by policies and procedures.
- Facilitate and provide guidance on the specification, development, implementation, commissioning, use and decommissioning of systems to departments across the Trust.
- Be an active member of Trust Groups, Committees and Programme Boards for all key systems, projects and new developments. Ensure all aspects of good DSP are built in to the work and output from these groups.
- Represent the Trust at regional and national meetings as required.
- Engage with Directors, senior managers and Trust staff at all levels to achieve DSP compliance.
- Monitor Trust compliance with subject access requests to ensure that legal timeframes are adhered to and appropriate support and information provided in the exercising of their rights as data subjects.
- Establish appropriate DSP measurement criteria, to monitor achievement of improvement plans. Make recommendations for service improvement.
- Facilitate the role of the DSP Executive Group. Lead and organise the DSP Operational Group and working groups, ensuring programmes of work are implemented to provide assurance to the DSP Executive Group.
- Lead the annual DSP assessment for the Trust. Monitor implementation of the standards and take action in the case of short-comings.
- Provide updates to Board Committees and for Quality Accounts, as required

- Working with IM&T Senior Management Team develop and provide leadership to the DSP Team, to drive the delivery of service, motivate the team and support continual improvement across the DSP portfolio. Monitor appraisals, sickness absence, recruitment and selection, career development and work load demands to ensure the staffing structure meets the demands of the service.
- Financial acumen and detailed understanding of financial SFI's.
- Ensure Trust procurement processes and procedures are followed in a timely and efficient manner and participate in the procurement process where relevant, providing specialist advice for the development of DSP documentation, as required.
- Liaise and negotiate with external agencies, suppliers and contractors ensuring delivery of service is in line with DSP requirements, in collaboration with Supplies and Procurement and Divisional teams.
- Support business cases/ bids, when required to ensure DSP requirements are incorporated into the final product. Identify areas of concern and work with the clinical team to identify alternative solutions.
- Analysis of DSP performance data, assessment of projects, identification of areas for collaborative working /expert analysis of performance/service redesign in cutting-edge situations.
- Ensure delivery of Divisional/ Directorate DSP objectives via the management teams, performance reviews and operational meetings.
- Ensure accurate DSP information is shared with external agencies as required, including Internal Auditors.
- Due to the nature of the DSP agenda this involves occasional exposure to emotional or distressing events including the ability to respond to and devise plans for serious incidents.
- Ability to set work priorities and objectives within broad organisational objectives.
- Ability to interpret information and escalate report appropriately.
- The post is mainly office based but requires travel within and outside of the Trust.
- Standard keyboard skills and driving skills are required.
- Concentration is required to produce and devise documents, policies and training material.
- There is a frequent requirement for concentration where the work pattern is unpredictable and can involve the management of conflicting priorities and pressures.
- Management of sensitive information.
- Management of complex business agenda with Director level leaders.
- Interpretation of complex data.
- Management of potentially sensitive patient incidents.
- Exposure to unpleasant conditions is rare but there is a frequent requirement for use of road transportation.
- Identify risks and maintain an up-to-date team risk register.
- Identify and produce plans to mitigate risks to the Trust arising from changes to data protection and other data protection legislation.
- Identify DSP risks and mitigations across the Trust, working with Divisional and Directorate Management Teams.
- Assess and manage the risk associated with data processing operations.
- The post holder will be the nominated statutory Trust Data Protection Officer as required by the GDPR (Article 37) and Data Protection Act.
- Masters level degree or equivalent experience.
- Experience of health sector DSP activities including a minimum of three years NHS experience in a senior operational role.
- Specialist knowledge and skills in DSP acquired through courses and continuing professional development.
- Be familiar with the Data Protection Principles, Caldicott Guardian Security Standards and have an understanding of a Quality Management/ Assurance Framework to support implementation and improvement of the DSP Toolkit rating.

- Understand the principles of a risk based approach towards data, security and protection and the use of decision making models in supporting these processes.
- Be conversant and ensure the Trust maintains its responsibilities in relation to DSP.
- Fulfil the tasks allocated under GDPR/ DPA in an independent and autonomous manner, without supervision.
- Demonstrate knowledge and understanding of current relevant legislation, policies, procedures, codes of practice and guidance in relation to DSP and act as an expert resource to Trust staff.
- Maintain awareness of national developments and strategies and ensure where applicable these are communicated, considered and implemented if applicable.
- Ensure the Trust correctly manages all requests from data subjects, relating to processing of their personal data and to the exercise of their rights under GDPR and DPA.
- Develop and deliver a range of training and awareness initiatives, programmes and workshops to ensure staff understands their responsibilities in DSP.
- Evaluate training and determine adjustments or modifications required
- Foster a culture of privacy by design and default.
- Monitor and provide guidance as necessary in relation to data security breaches including the notification of breaches to the Supervisory Authority and data subjects.
- Ensure the Trust maintains appropriate records and register of processing activities to enable the Trust to demonstrate compliance with the law.
- Maintain Trust fair processing/ privacy notices for all categories of data processing.
- Inform, advise and issue DSP recommendations to the Trust and/or processors of the Trust.
- Inform and advise the Trust and employees of their obligations pursuant to GDPR, national data protection legislation and other legislation that impacts data protection, data flows, data sharing, information rights for staff/ patients, freedom of information and access rights.
- Have a sound understanding of the ICO Guidance for the reporting and investigation of significant incidents.
- Ensure DSP incidents are investigated and managed appropriate, depending on the seriousness of the incident, remedial action and follow up is undertaken and lessons are learned and disseminated.
- Be available to support SIRO, Caldicott Guardian, CCIO and senior management, including providing DSP advice during significant DSP incidents and emergencies during working hours and work flexibly in the event of out of hour's incidents.
- Ensure a robust DSP audit/ service review programme is in place.
- Lead service review meetings. Work with Divisional and Directorate Management Teams to identify recommendations and foster a culture of learning and improvement. Maintain and enhance service quality related to DSP.
- Design and develop multi professional DSP exercises to test and improve the Trust incident response.
- Oversight and delivery against DSP requirements of processors' contracted activity, working with Supplies and Clinical Teams to address underperformance through a robust contract management process.
- Work closely with Executive Directors and Communications Team to ensure appropriate communications and media response by the Trust to significant DSP incidents/ events.
- Ensure patients and staff are provided with information on their rights under GDPR/ DPA.
- Ensure lessons are learned and disseminated across the Trust and local network where appropriate.
- Lead the work to improve awareness and communication of lessons learned adopting a blended approach.
- Manage the Trust's relationship with the Information Commissioner's Office.
- Lead the production of the DSP Annual Report.
- Deliver monthly performance reports, provide progress and issues to the DSP Executive Group and other Committees, where required.

- Engage with external stakeholders to ensure the Trust co-operates and achieves multi professional working with other agencies.
- Manage the Trust's relationship with the Internal Auditors. Ensure the yearly internal audit assessment is undertaken with a view towards achieving a positive rating.
- Maintain the Trust's Privacy page in the internet and ensure latest guidance is available to staff via the intranet.

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 _____

Head of Data, Security & Protection & Trust Data Protection Officer

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	<ul style="list-style-type: none"> • Educated to Degree Level or equivalent relevant experience. • Masters Level degree or equivalent level of experience • Project management qualification or relevant experience • Data Protection Qualification/ Certification • Professional qualification/registration in a healthcare discipline. 	✓ ✓ ✓ ✓	 ✓	
Knowledge, Skills, Training and Experience	<ul style="list-style-type: none"> • Experience of Risk Management and Service continuity • A broad range of leadership management experience to Master's or equivalent level through training and or short courses • Considerable NHS operational experience in a senior role • Evidence of Continuing Professional Development in DSP • Evidence of delivery of projects • Experience of change management • Experience of developing services and strategies. • Highly developed leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams, and have them understand the Trust and your performance 	 ✓ ✓ ✓ ✓ ✓ ✓	✓	

	<p>expectations.</p> <ul style="list-style-type: none"> • Ability to influence without line management at all levels. ✓ • Ability to organise own workload and others. ✓ • Excellent communication skills. ✓ • Good standard of computer skills in Excel, word, outlook. Excellent use of power point presentations ✓ • Demonstrable highly developed knowledge of legislation and guidance in relation to Data, Security and Protection. ✓ • Proven experience of developing and delivering DSP framework across a large, complex organisation at strategic and operational level. ✓ • Experience of undertaking Project Management ✓ • Experience of developing / working with management at all levels ✓ • Demonstrable evidence of DSP management with advanced understanding of GDPR, DPA, and FOI Act. ✓ • Thorough understanding of the NHS Code of Practice on Confidentiality and Records Management and Information Security. ✓ • Experience of Policy preparation and Implementation & preparing Board level papers ✓ • Able to provide and receive highly complex, highly sensitive or highly contentious data protection information despite significant barriers to acceptance ✓ 			
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	<p>which needs to be overcome using the highest level of interpersonal and communications skills, sometimes in an antagonistic or politicised environment.</p> <ul style="list-style-type: none"> • Ability to analyse highly complex facts or situations and to develop practical and workable options/ solutions to address them ✓ • Ability to formulate strategic plans and prioritise work programmes in face of competing demands ✓ • Demonstrable success in delivering change and performance ✓ • Excellent inter-personal and communication skills with a track record in writing business cases and policies ✓ • Delegating effectively ensuring a capability to deliver, monitor performance and give feedback ✓ • Ability to manage and deliver to deadlines and within resources ✓ • Ability to collaborate constructively with internal and external partners to create the conditions for successful partnership working ✓ • Ability to manage conflict and diversity ✓ • Ability to manage risk within Trust policy guidelines ✓ • Ability to demonstrate leadership and vision in a changing NHS environment and changing legal landscape ✓ • Ability to analyse and problem solve creatively ✓ • Ability to be intellectually 			
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	<p>flexible and to look beyond existing structures, ways of working, boundaries and organisations to produce more effective and innovative service delivery.</p> <ul style="list-style-type: none"> • Sound political judgement and astuteness in understanding and working with highly complex policy and diverse interest groups. • A commitment to improving patient services through an ability to sustain a continuing improvement in DSP standards. 	<p>✓</p> <p>✓</p>		
Personal Qualities	<ul style="list-style-type: none"> • Excellent standards of professional behaviour • Resilient • Calm and confident manner in emergency situations including a high tolerance to pressure, managing traumatic/distressing occurrences. • Need for undertaking detailed concentration activities. • Frequent travel across Staffordshire and West Midlands and elsewhere to attend meetings where appropriate. • The post holder needs to deal with distressing or emotional circumstances 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		