Job Description

Division: Central Functions
Job Title: Information Security & RA Manager
Band: AfC 7
Location: Quality, Safety & Compliance Department
Hours of Duty: 22.5
Managerially accountable to: Information Governance Manager
Professionally accountable to: Head of ICT
Key Relationships: Head of ICT, DPO, ICT Infrastructure Manager, Information Governance Manager and team, IT and System Specialists within the Trust, Information Security Staff from other Trusts and 3rd parties, Security specialists within the Trust ie SIRO / Caldicott Guardian, Cyber lead, RA staff and RA leads.

Role Summary

Provide expert advice to the organisation, ensuring compliance, and conformance, with local and national requirements, and, generally, on information risk analysis/management.

Provide expert advice to the organisation, ensuring compliance, and conformance, with local and national requirements in relation to Registration Authority (RA) services.

Provide expert advice to the organisation, ensuring compliance, and conformance, with local and national requirements in relation to Privacy Officer duties.

Key Areas/Tasks

- Provide expert advice to the organisation, ensuring compliance, and conformance, with local and national requirements, and, generally, on information risk analysis/management.
- Provide regular updates to the Toolkit submission for the Trust.
- Develop, implement and enforce suitable and relevant information security policies, ensuring that these are compliant with the Data Protection Act 1998 and other legislation and regulations related to information security; reviewing policies on a regular basis.
- Co-ordinate information security activities and events (including training) with IT, and Information Governance (e.g. Caldicott, Records Management, Consent, Confidentiality, Data Protection Act, Data Accreditation) appointees in the organisation, and attend such user group meetings as necessary
- Develop and implement, together with suitable materials, an information security awareness and training programme
- Contribute to Trust Business Continuity planning, training and processes
- Investigate suspected and actual breaches of security and undertake reporting/remedial action as required. Maintain a log of any incidents and remedial recommendations and actions.
- Continuously assess the shortfall between both actual security measures in place and being effective and those established at a policy level thus highlighting deficiencies for remedial action.

IS/ RA Manager 2018

- Ensure that all sensitive, critical and non-critical information and systems meet minimum security baselines and SLA's. To observe and practice the Trust's Freedom of Information and Data Protection Act policies and procedures.
- Develop and implement a mechanism for defining and maintaining information flow maps within the Trust, and between the Trust and partner organisations – providing advice where necessary
- Maintain Risk, Issue registers for information / data security.
- Report regularly to the Information Governance Steering Group on the effectiveness of information security.
- Contribute to decision making and carry through decisions made by the IG Steering Group.
- Act as a consultant to projects, advising on matters relating to security.
- Maintain currency with security and security enhancing technologies and brief colleagues as needed to enable measures to be implemented where and when necessary/desirable.
- Develop and implement ad-hoc audit programmes to test system and data security measures, review findings and improve those system and data security measures.
- Provide advice and take action, where necessary, in response to Audit findings and recommendations in respect of information security
- Act as an Information Risk lead interfacing with the wider Trust risk functions, maintaining risk management records and systems as appropriate.
- Lead ICT staff and departmentally-based systems administration staff of stakeholder organisations in the development of computer facility and system security procedures which reduce risk of data loss, corruption or unauthorised disclosure.
- Act as an Information Asset Owner (IAO) as required reporting to the Trust's Senior Information Risk Owner (SIRO).

- Privacy Officer Function:
  Monitor access rights to clinical systems used outside the Trust.
  Ensure any clinician that accesses an external system but supports the patient pathway has appropriate system rights to their grade and patient consent.

- RA Manager
  Day-to-day administration of the User Registration process:
  Ensure timely and efficient registrations of staff across the organisation.
  Register RA agents/leads that meet the local Information Governance criteria and ensure they are aware of their responsibilities.
  Review RA processes regularly to ensure compliance and best service to the Trust
- Audit / Incident (information / data security) Monitoring
  Ensure audit and incident management processes are followed
  Review audit and incident management processes in line with Trust and national policy to ensure compliance
  Carry out relevant CAPA activities

Communication & Relationship Skills
- Communicates a wide range of complex technical issues and corporate issues to non-technical managers and staff.
- Communicates conclusions drawn from a wide range of statistical and analytical information to a wide range of staff.
- communicating advice and instructions to users and sponsors
- Experience of providing specialist advice to wide range of people

IS/ RA Manager 2018

- • Communication of complex issues where barriers to understanding may exist

Knowledge, Training & Experience
- Highly developed knowledge across range of specialise areas underpinned by theory and experience.
- Knowledge and expertise across one or more specialised areas, acquired through degree level or equivalent qualification/experience plus additional specialist knowledge.
- Specialist knowledge of the on-line DSP Toolkit system.

Analytical & Judgemental Skills
- Complex facts or situations requiring analysis, interpretation, comparison of a range of options.
- Analyses, investigates and resolves complex technical queries and issues / problems e.g. breaches of security or confidentiality, user requirements which may require configuration or development of security measures, training requirements based on needs analysis.
- Analyse information where opinions may conflict or where there may be no precedent.
- Liaise with IT Support to ensure relevant hardware e.g. smartcard reader is available to users
- ensure user access rights comply with applicable policies

Planning & Organisational Skills
- Plan and organise broad range of complex activities which impact across the department and wider Trust; formulates, adjusts plans.
- Plans specialist projects which impact across clinical and non clinical areas. eg. Planning training and education for a specific group of staff.

Physical Skills
- Keyboard skills
- Inputting and manipulating data and information into various computer systems.

Responsibility for Patient/Client Care
- Assists clients during incidental contact.

Responsibility for Policy/Service Development
- Propose policy or service changes, impact beyond own area.
- Proposes changes to new projects; legislative changes, new reporting processes, new training programmes which have an impact on both clinical and non clinical areas.

Responsibility for Financial and Physical Resources
- Safe use of IT equipment other than equipment used personally.
- Safe use of expensive equipment and software.

Responsibility for Human Resources
- Allocates specialist tasks in line with local and national requirements and legislation
- Provide training in own discipline, teach/deliver/develop specialist training
- •Ensure RA agents are adequately trained and familiar with the local and national RA policies and processes
- Maintain a list of active sponsors

Responsibility for Information Resources

3

IS/ RA Manager 2018

- Design, develop and implement information security systems, policies and Procedures to meet local and national specifications.
- Monitoring the implementation of the Trust's information security arrangements.
- Audit Trust information systems and security protocols as required.
- Developing and maintaining a register of the Trust's information assets in line with local and national information governance requirements.

Responsibility for Research and Development
- Undertakes surveys and audits as necessary for own work and analyse / interpret / present results.
- Undertake research into new technologies, risks and threats or new requirements / legislation.
- Test IM&T systems including applications and end user computing products.

Freedom to Act
- Broad occupational policies.
- Works to achieve agreed objectives and has freedom to do this in own way, working within broad professional policies; advises without reference to manager.
- Interprets technical guidance / policies for a non-technical audience.
- Acts as a lead specialist in own area.

Physical Effort
- Combination of sitting, standing and walking;
- Occasional requirement to carry, move equipment without aids
- Desk based, likely to attend meetings during the working week.

Mental Effort
- Frequent concentration, work pattern unpredictable; occasional prolonged concentration.
- Concentration required when checking information and when answering queries from staff, customers or writing reports.
- There may be interruptions to deal with i.e. for example security incidents.
- Requirement to concentrate for long periods when analysing data, developing solutions, investigating incidents, events or breaches.

Emotional Effort
- Rare exposure to emotional circumstances within the work place ie could result from investigation of Information Security Events.

Working Conditions
- Office conditions.

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.

Standards of Behaviour

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

4

IS/ RA Manager 2018

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

IS/ RA Manager 2018

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

IS/ RA Manager 2018

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

Organisational Chart- this is not included in generally on JDs

Insert current Organisational Chart here. (Please note post titles only, do not give names and bands of post holders)

Signed Employee _____   Print _____   Date _____

Signed Manager _____   Print _____   Date _____

IS/ RA Manager 2018

NHS
University Hospitals of North Midlands
NHS Trust

Job Title

Person Specification

Requirements	Essential	Desirable
Education and qualifications	Relevant degree or equivalent experience	Relevant professional qualifications (i.e. BS7700/ISO17799, etc) or experience in an IM&T related field.
Experience *How long is the induction required for the job?* *What practical or further theoretical training is required?* **(Note: try not to use *** years' experience unless necessary)**	• Significant broad IT experience, at least some of which has been in a security role • Ability to work collaboratively across organisational and professional boundaries to achieve Trust objectives. • Broad awareness of hardware/software security products • Demonstrable experience in a professional ICT support environment, preferably including systems management. • A good working knowledge of Information Security (inc ISO27002/27001) principles and practices • Demonstrable RA experience • Demonstrable experience in a Privacy officer role or similar function.	Experience in the development and delivery of training material
Skills, ability and knowledge	• Personally competent to a high standard in office software (e.g. MS Word, MS Excel, MS PowerPoint, and MS Access), e-mail, internet browser etc. • Numerical, analytical, and problem solving • Ability to prioritise complex agenda • Excellent written and verbal communication and	• Able to resolve major and/or complex problems requiring the examination of internal and external factors using a variety of analytical techniques • Prince 2 practitioner

8

IS/ RA Manager 2018

	presentation	
	• Good working knowledge of information risk analysis / management skills	
	• To assimilate and quickly understand complex documentation, to pick out the essentials, and to communicate what is important to other parties.	
	• Proven ability to perform under pressure and meet deadlines	
	• Demonstrates up-to-date awareness of new technology, and its potential application to healthcare information issues.	
	• • A good working knowledge of Information Governance standards and requirements	
Personal Qualities	• Able to establish credibility with clinical staff, managers, and IM&T specialists at all levels.	• Is capable of leading meetings, setting objectives, encouraging contributions, minimising digressions, and ensuring decisions are made and communicated.
	• Excellent interpersonal skills with the ability to communicate well with others, both written and verbal.	
	• Demonstrates political awareness.	
	• Self-motivator	
	• Ability to motivate others	
	• Innovative	
	• • Committed to meeting shared objectives	

IS/ RA Manager 2018