

### Job Description

|                                       |                                                                                                                                                  |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Division:</b>                      | Central Functions                                                                                                                                |
| <b>Job Title:</b>                     | Data, Security & Protection Assistant                                                                                                            |
| <b>Band:</b>                          | Band 2                                                                                                                                           |
| <b>Location:</b>                      | Royal Stoke University Hospital, D Block                                                                                                         |
| <b>Hours of Duty:</b>                 | 9.4 hours per week                                                                                                                               |
| <b>Managerially Accountable to:</b>   | Data Security & Protection Manager                                                                                                               |
| <b>Professionally Responsible to:</b> | Head of Data Security and Protection/ DPO                                                                                                        |
| <b>Key Relationships:</b>             | Data, Security & Protection (DSP) Team, IM&T Team, Divisional Management Teams and Directorate Management Teams, clinical and non-clinical staff |

### Role Summary

The post holder will provide administration services to the Data Security and Protection Team and support the Head of DSP/ Data Protection Officer and DSP Manager in the co-ordination and delivery of DSP across the Trust. The post holder will be expected to work on their own initiative in accordance with management requirements and will be responsible for the standard of their own work. The duties of the post holder include:

- Collect, open and distribute mail.
- Deal with telephone calls and verbal enquires for the Data Security and Protection Team.
- Order stationary for the team and maintain adequate levels.
- General office duties, for example, photocopying, filing, diary management.
- Take part in the buzzer rota, ensuring only key personnel enter the building.
- Assist members of the Data Security and Protection Team in the delivery of their objectives when required, to ensure the level of service is maintained.
- To assist the DPO and DSP Manager in uploading evidence to the DSP Toolkit.
- To be a point of contact for the DSP Team, providing support and advice, where appropriate.
- Input data on to the alerts database, ensuring the information is accurate and kept up to date.
- Assist the DSP Officer (Assurance) in chasing completion of alerts request forms.
- Assist the DSP Officer (Assurance) with the administration, co-ordination and undertaking of advisory/ audit visits and assessments. To include the collation of required information.
- To assist the DSP Officer (Assurance) with the collation and production of the DSP newsletter.
- To send out reminders to staff who are out of date with their DSP training or due to expire.
- To assist DSP Officer (Assurance) with the records champions role.
- Maintain register of DSP policies and standard operating procedures.
- Take minutes at the DSP working groups and assist the DSP Officer (Assurance) in the administration and coordination of the Executive and Operational Group meetings.
- To assist DSP Officer (Assurance) with the coordination of DSP incidents.

### Key Areas/ Tasks

- Deal with telephone and verbal enquiries in a polite and responsive manner.
- Take part in the buzzer rota. Using tact and diplomacy ensure only key personnel enter the building.
- To be a point of contact for the DSP Team, providing support and advice, where appropriate.

- To send out reminders to staff who are out of date with their DSP training or due to expire.
- Knowledge of secretarial and administrative procedures, including diary management, minute taking, distribution of mail, photocopying and filing.
- To assist the DSP Officer (Assurance) with the collation and production of the DSP newsletter.
- Maintain a register of DSP policies and standard operating procedures. Liaise with the DSP Team in ensuring these are kept up to date.
- Good keyboard skills are required
- A high standard of presentation of work is required at all times
- Experience with Outlook and Microsoft Office packages
- Ability to input data with attention to detail
- To prioritise work load to ensure deadlines are met.
- Liaise with clinical and non-clinical staff and other departments/hospitals as appropriate.
- A good level of organisational skills will be necessary. The post-holder will be required to prioritise tasks and to respond to unexpected events changing priorities and adapting the work schedule accordingly.
- To arrange meetings when required and assist the DSP Officer (Assurance) in the management of the diaries for the Head of DSP and DSP Manager.
- As the post holder will be taking minutes advanced keyboard skills will be required for the post
- Assist members of the Data Security and Protection Team in the delivery of their objectives when required, to ensure the level of service is maintained.
- The post holder will implement policies for own work area and propose changes to working practices or procedures for own work area.
- The post holder will be expected to contribute to the continuous improvement and development of the service, identifying areas for change /improvement and implementing changes in practice identified through other routes.
- To assist DSP Officer (Assurance) with the records champions role, ensuring current processes are in line with best practice.
- Order stationary for the team and maintain adequate levels
- Maintain the DSP equipment register.
- Demonstrates own duties to new/less experienced staff.
- Assist the DSP Officer (Assurance) with the administration, co-ordination and undertaking of advisory/ audit visits and assessments. To include the collation of required information.
- To assist the DPO and DSP Manager in uploading evidence to the DSP Toolkit (in preparation for the yearly self-assessment submission).
- Input data on to the alerts database, using excel, ensuring the information is accurate and kept up to date.
- Assist the DSP Officer (Assurance) in chasing completion of alerts request forms.
- Take minutes at the DSP working groups and assist the DSP Officer (Assurance) in the administration and coordination of the Executive and Operational Group meetings.
- To assist DSP Officer (Assurance) with the coordination of DSP incident.
- To work flexibly and offer support to other colleagues including cover in times of absence.
- The post holder will be guided by Trust Policies and Procedures and standard operating procedures with the specialty.
- The post holder is required to manage their own work load and use initiative and act independently.
- Works to achieve agreed set objectives.
- To take responsibility for own specialty area.
- There is a frequent requirement to exert moderate physical effort for several short periods during the day.
- Daily use of a computer will be required. This will include typing, data inputting and uploading documents onto specific data bases, which will require frequent concentration.

- Infrequent indirect exposure to distressing or emotional circumstances.
- Requirement to use VDU equipment more or less continuously on most days.

### 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

- Managers who have responsibility for supervising/managing people must comply with the guidelines that can be found in the "Code of Conduct for NHS Managers"
- The principles of "Improving Working Lives" must be upheld at all times.

### 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

## **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

**Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring that they are familiar with and adhere to the Trust’s policies, procedures and guidelines with regards to the Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

GDPR replaces the EU Data Protection Directive of 1995 and supersedes the law of member states that were developed in compliance with the Data Protection Directive 95/45/EC. Its purpose is to protect the “right and freedom” of natural persons (i.e. living 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 confidential patient information but is far wider in its scope, e.g. it also covers personal records.

Whiles GDPR applies to both patient and employee information, the Confidentiality Code of Practice (COP) applies only to patient information. The COP incorporates the requirements of GDPR and other relevant legislations together with the recommendations of the Caldicott report and medical ethics considerations, in some cases extending statutory requirements and provides detailed specific guidance.

**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)

## Infection Control

Infection Control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

- All staff employed by the UHNS Trust have the following key responsibilities:
- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and between each patient contact.
- Staff members have a duty to attend mandatory infection control training provided for them by the Trust.

Staff members who develop recurrent skin and soft tissue infections and other infections that may be transmittable to patients have a duty to contact Occupational Health.

**Other**

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 Trusts intranet, or alternatively copies can be obtained from the Human Resources Directorate.

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

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

Date \_\_\_\_\_



## Data, Security & Protection Assistant

| Requirements                         | Essential                                                                                                                                                                                                                                                                                                                                                                                                             | Desirable                                        |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| <b>Education and qualifications</b>  | <p>GCSE/equivalent at Grade C or above in Mathematics and English/equivalent level of educational attainment or ability to demonstrate relevant experience</p> <p>Training to Vocational Level 3 or equivalent.</p>                                                                                                                                                                                                   | <p>Typing to RSA II or equivalent experience</p> |
| <b>Experience</b>                    | <p>Knowledge of office procedures.</p> <p>Experience in word processing, database, excel management.</p> <p>Experience of setting up general office administrative systems / working in an administrative office environment</p> <p>Handling telephone enquiries and face to face callers</p> <p>Data inputting</p>                                                                                                   | <p>Experience of working in NHS</p>              |
| <b>Skills, ability and knowledge</b> | <p>Ability to solve problems within area of work/knowledge</p> <p>Able to work with a wide variety of tasks</p> <p>Ability to apply set procedures</p> <p>Accurate and thorough approach</p> <p>I.T. skills – word processing, database management. (Microsoft Office Suite)</p> <p>Organisational / problem solving skills</p> <p>Good communication skills, written and verbal</p> <p>Good interpersonal skills</p> | <p>Knowledge of medical terminology.</p>         |



| Requirements              | Essential                                                                                                                                                                                                                                                                                | Desirable             |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
|                           | Planning, organisation and negotiation skills                                                                                                                                                                                                                                            |                       |
| <b>Personal Qualities</b> | Flexible approach to undertaking a wide variety of tasks<br><br>Team working<br><br>Flexibility in working patterns, dependant on the needs of the service<br><br>Conscientious.<br><br>Good concentration.<br><br>Attention to Detail<br><br>Reliable with excellent attendance records | Ability to multi-task |