

## Job Description

**Title: Information Officer**

**Band: 5**

**Staff Group: Estates and Facilities, Portsmouth Hospitals University**

**Reports to: Duncan Brown, Deputy Director, Estates and Facilities , PHU**

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### Job Purpose:

The purpose of this position is to provide a comprehensive information management, reporting and analysis service across Estates, Facilities and PFI services. The role will support internal governance and performance reporting, projects, national returns, benchmarking and the identification of opportunities for continuous service and business improvement.

The role will be responsible for the effective management, maintenance and development of Estates and Facilities information, records and associated document libraries, including the estates drawing library.

- The postholder will support the development, implementation and ongoing management of Estates and Facilities information management systems and digital solutions introduced by the Trust, ensuring that these align with operational requirements, strategic objectives and the Estates Strategy.
- The role requires a high level of digital literacy and advanced proficiency in the practical use of Microsoft Office applications, particularly Excel, Word and PowerPoint. The postholder will be expected to confidently manipulate, analyse, format and present complex information, develop effective reports and templates, and make best use of available digital tools. The role is focused on the effective use and administration of systems and software rather than technical IT support, hardware maintenance or specialist infrastructure management.
- The role will also manage and maintain the formal PFI communications programme and associated trackers, ensuring that formal notices, correspondence, actions and other contractual communications are accurately recorded, appropriately monitored and retained until they have been formally resolved and closed.
- The postholder will provide oversight of open, overdue and long-standing communications, maintain a clear and auditable record of their status, and ensure that matters are brought to the attention of the appropriate operational, technical, contractual or legal lead where action or escalation is required. Accountability for resolving the underlying matter will remain with the relevant responsible lead.

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### Key Responsibilities

- **Estates and Facilities Information Systems**
  - Develop, administer and improve Estates and Facilities information systems, databases, digital platforms and reporting tools.
  - Ensure systems remain fit for purpose, provide value for money and meet operational and Trust requirements.

- Manage user access, permissions, licences, system controls and supporting documentation, where delegated.
- Support the specification, implementation and mobilisation of new systems and digital solutions.
- Work with Digital, Information Services, system owners and users to ensure effective governance, support and integration.
- Provide user guidance and training and produce analytical and management reports from validated information sources.
- **Space, Property and Building Information**
  - Coordinate surveys and information gathering to support the Estates Strategy, capital projects, service planning and operational decisions.
  - Maintain accurate space, occupancy and property information and support reporting on space utilisation.
  - Manage the estates drawing and building information library, ensuring records are current, version-controlled, auditable and accessible.
  - Provide administrative and information-management support to the property function, including maintenance of the Property Terrier and associated records.
  - Maintain a schedule of key property dates, including reviews, breaks, renewals and expiries, and notify the designated lead in good time.
  - Record and track property actions and supporting information, escalating overdue matters or data-quality concerns.
  - Professional property advice, valuations, negotiations, legal interpretation and approval of property transactions will remain with the designated lead or appropriately qualified adviser.
- **Formal PFI Communications and Information Control**
  - Manage the formal PFI communications programme, registers and associated trackers.
  - Ensure formal notices, correspondence, actions and responses are accurately recorded, categorised and retained.
  - Maintain visibility of ownership, status, deadlines, actions and review dates for each communication.
  - Monitor open, overdue and long-standing matters, prompting responsible leads and escalating where action or closure is delayed.
  - Keep communications open until formal resolution and closure evidence is recorded.
  - Produce regular reports on volumes, ageing, overdue actions, recurring themes and emerging risks.
  - The postholder will be responsible for administration, monitoring and escalation. Resolution of technical, operational, commercial, contractual or legal matters will remain with the relevant lead.
- **Information Requests, Returns and Assurance Reporting**
  - Coordinate Estates and Facilities responses to internal and external information requests.
  - Support senior managers in compiling, validating, reviewing and authorising national returns and other submissions.
  - Maintain a clear programme of contributors, review dates, approvals and deadlines.
  - Coordinate information for assurance and benchmarking requirements, including the Premises Assurance Model and relevant national returns.
  - Maintain records of Freedom of Information, Subject Access and Environmental Information Regulation requests and coordinate timely departmental responses.
  - Coordinate information relating to incidents, risks, safety learning and assurance reviews with the relevant operational leads.
  - Support sustainability reporting through the collation of energy, carbon, utilities and environmental

information.

- Produce accurate reports with clear audit trails, identifying anomalies, gaps, assumptions and data-quality concerns.

- **Reporting, Policies, Procedures and Information Governance**

- Develop and maintain Estates and Facilities reports, policies, procedures, databases, folder structures and information-management processes.
- Apply consistent document controls, including naming, version control, approvals, review dates, retention and archiving.
- Maintain accurate and authorised Estates and Facilities intranet content.
- Develop reporting and benchmarking across Trust-managed and contracted services.
- Maintain registers of Estates and Facilities contracts, policies and procedures, including owners, key dates, review requirements and approval status.
- Notify responsible managers of upcoming contract, policy and review milestones.
- Work with Digital, IT, Information Services and Information Governance teams to improve systems, reporting and shared processes.

- **Data Quality and Reporting**

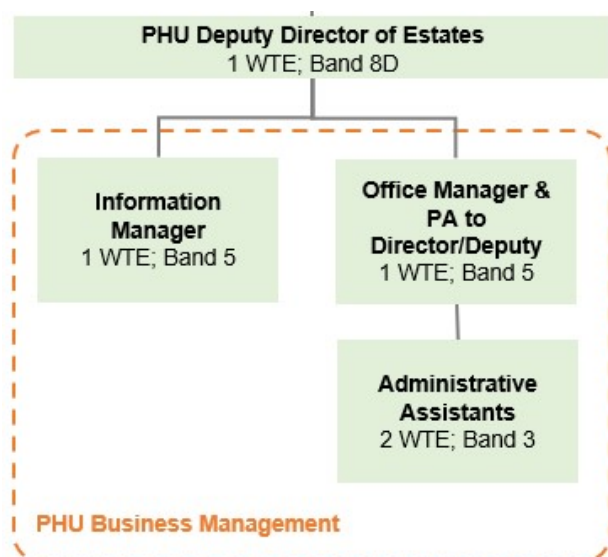
- Lead data-quality improvement across Estates, Facilities and PFI information.
- Work with data owners to agree definitions, reporting methods and controls.
- Identify information gaps and support plans to improve completeness, reliability and accessibility.
- Develop dashboards, trend reports and management information that provide clear insight.
- Clearly distinguish verified data from estimates, assumptions and information requiring further validation.
- Support the Senior Leadership Team in identifying trends, pressures, risks and improvement opportunities.

- **Wider Departmental Responsibilities**

- Contribute to Business Management Team activities and provide appropriate administration and business-continuity support.
- Work flexibly and undertake delegated duties appropriate to the level and purpose of the role.
- Support sustainability and carbon-reduction objectives through effective information management and reporting.
- Undertake other reasonable duties consistent with the responsibilities and level of the post.

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## Organisational Chart



## Other

This job description does not purport to cover all aspects of the job holder's duties but is intended to be indicative of the main areas of responsibility

### ***Communication and Working Relationships***

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
  - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
  - (b) providing and receiving complex or sensitive information,
  - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

### ***Analytical and Judgement***

- Judgements involving a range of facts or situations, which require analysis or comparison of a range of options.
- An ability to assemble and assimilate high volumes of data and make basic judgements about accuracy and quality

### ***Planning and organising***

- Planning and organisation of complex activities or programmes, which require the formulation and adjustment of plans.

### ***Physical Skills***

- The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced or high-speed driving; advanced keyboard use; advanced sensory skills or manipulation of objects or people with narrow margins for error, or the post requires highly developed physical skills, where accuracy is important, but there is no specific requirement for speed. This level of skill may be required for manipulation of fine tools or materials.

### ***Patient Client Care***

- Assists patients/clients/relatives during incidental contacts.

### ***Policy and Service Development***

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

#### ***Financial Management***

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

#### ***Management/Leadership***

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

#### ***Information Resources***

- The post holder will be confident in using Microsoft office 365 and in particular Excel to develop or create statistical reports using formula, pivot tables and charts.
- The postholder will be digitally competent and able to demonstrate an ability to learn how to use new software including a basic understanding of desktop publishing (DTP) or computer aided design (CAD).

#### ***Research and development***

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

#### ***Freedom to Act***

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.

#### ***Physical effort***

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

#### ***Mental effort***

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

#### ***Emotional Effort***

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

#### ***Working conditions***

- Exposure to unpleasant working conditions or hazards is rare.
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## Management Essentials

We are proud to offer a comprehensive development programme, Management Essentials, designed to equip staff with the skills and knowledge to become effective managers.

This post has been identified as a role that will benefit from this training, and you will be able to enrol in both mandatory and, relevant, optional modules upon commencement with the Trust.

Please click [here](#) for further information on the Management Essentials programme.



## Leadership Insights

Additionally, our new leadership development programme, Leadership Insights, aims to help all newly promoted, existing and aspiring leaders, at every level at the Trust, to recognise, reflect and role model the core principles of people-centred leadership.

If, this is of interest to you, you will be able to enrol upon commencement with the Trust.

Please click [here](#) for further information on the Leadership Insights programme.

## Person Specification

### Qualifications

#### Essential

- Data analysis qualification or proficient in analysing data on job experience
- Good standard of higher education (NVQ 4 or higher)
- Excellent knowledge of information systems and analysis techniques

#### Desirable

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### Experience

- *Experience in collecting, analysing and managing data*
- Experience of implementing process improvements relating to data quality and maintenance
- Experience of sourcing appropriate data and preparing formal reports
- Experience of implementing data manipulation and reporting solutions
- Experience of governance procedures, submissions, and data confidentiality
- Proficient in Microsoft Applications
- Track record of delivering to tight deadlines

#### Desirable

- *Working in a property and/or an Estates and Facilities Management function*
- *Working in an NHS or similar environment*
- *Experience of preparing government return submissions e.g., Premises Assurance Model*
- *Practical understanding of information management systems and digital tools used to support a diverse Estates and Facilities function.*
- *Experience of using and administering a range of Estates and Facilities systems, databases and reporting tools.*

- *Experience of improving user engagement and effective system use to support service delivery, data quality and reporting.*
- *Understanding of construction and facilities management contract administration and control procedures.*
- *Experience in the use of AutoCAD and working knowledge of databases.*

## **Skills & Knowledge**

### *Essential*

- *Advanced Microsoft Office skills, particularly Excel, Word and PowerPoint, with the ability to analyse, manipulate and present information clearly.*
- *Strong analytical, data-quality and information-management skills, including document control and maintaining clear audit trails.*
- *Effective organisational and communication skills, with the ability to manage competing deadlines and coordinate input from multiple stakeholders.*

### *Desirable*

- *Experience of Estates and Facilities systems, databases, AutoCAD or document-management tools.*
- *Knowledge of NHS Estates and Facilities reporting and assurance requirements, such as ERIC, PAM or benchmarking.*
- *Understanding of PFI, FM contract administration or property information management.*

## **Working Together For Patients with Compassion as One Team Always Improving**

**Strategic approach** (clarity on objectives, clear on expectations)

**Relationship building** (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

**Personal credibility** (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

**Passion to succeed** (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

**Harness performance through teams** (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff , respect diversity)

Job holders are required to always act in such a way that the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

**Print Name: Duncan Brown**

**Date: 27-7-26**

**Signature:**