SINGLE CORPORATE SERVICES

Governance and Risk
Information Governance

Job title:	Information Governance Administrator	***To be completed by HR*** *Job Reference Number*
Reporting to:	Information Governance Officer	
Accountable to:	Director of Corporate Governance	
Pay Band:	3	

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

To ensure both Trusts meet their legal and regulatory obligations associated with information governance and to ensure that there are robust arrangements in place to continue to be well led organisations. This includes assurance and escalation as necessary.

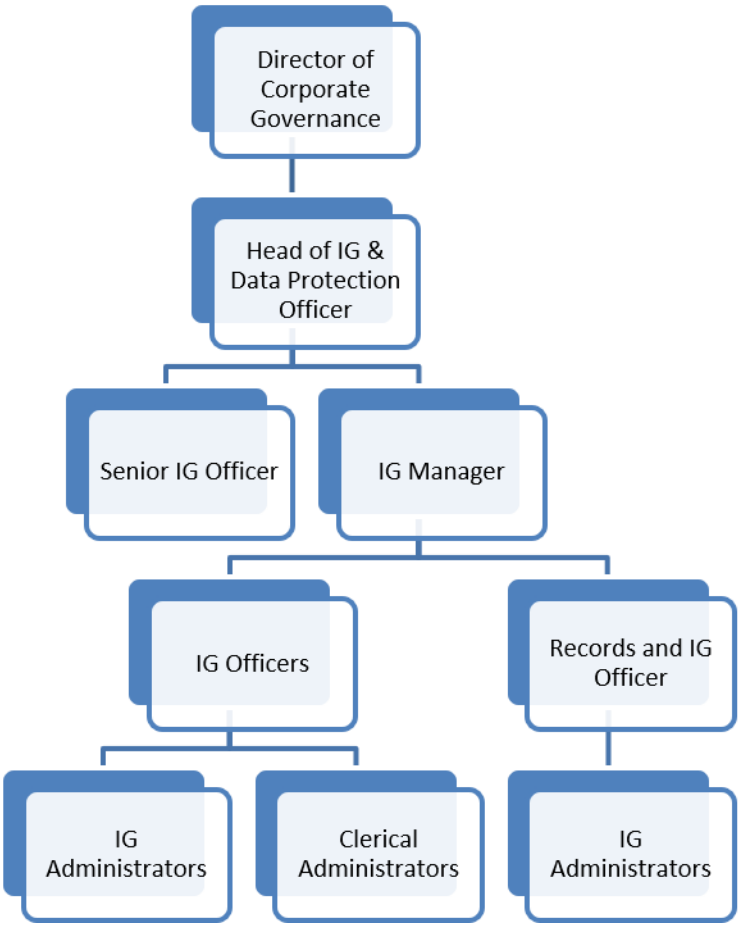
Job summary

1. To provide administrative support service to the Information Governance Team, assisting with the daily processing of Subject Access Requests and Freedom of Information Requests, ensuring compliance with relevant legislation, Policies and Trust guidelines.

2. The post holder will be the first point of contact for all Information Governance queries and will be responsible for assigning these to the correct team member or responding directly.
3. To be responsible for the processing of subject access requests and if required escalating queries or potential breaches in timescales. This includes:
    a. To be responsible for the day to day recording of Subject Access Requests
    b. Ensuring all requests are logged on the system and managed in a way that enables the Trust to comply with the requirements of the relevant legislation
    c. Responsible for liaising with clinical services to ensure that relevant exemptions are applied correctly
    d. Responsible for reviewing records and applying the Third Party Exemptions within the Data Protection legislation

4. To assist the Information Governance team in ensuring high standards of Information Governance are implemented and maintained throughout the Trust.
5. Contribute to the Trusts' compliance with the Data Security and Protection Toolkit.

Organisational Chart



Specific Core Functions

1. Communicate verbally and in writing with staff at all levels across the Trust in order to ensure compliance with requests submitted under UKGDPR and Data Protection legislation, AHRA, FOIA and EIR in accordance with statutory timeframes.
2. Respond to internal and external enquiries, e.g. patients, their representatives and members of the public, external agencies according to departmental procedures, escalating to the most appropriate available manager as required.
3. To support employees of the Trust by providing advice, commensurate with own grade relating to all associated legislation and Information Governance policies and processes.
4. Develop and maintain an up to date, in-depth knowledge of all Information Governance initiatives including Data Protection legislation, FOIA, AHRA, EIR, Records Management, the NHS Code of Conduct and the Caldicott Principles
5. Provide training to groups in line with own knowledge base

6. Ensure that all requests submitted under Data Protection legislation, AHRA, FOIA and EIR are dealt with in accordance with legislation through effective liaison with own line manager.
7. To use own judgment in assessing the relevant documentation to be processed and the most effective method of doing so, utilising system settings as necessary.
8. To use own judgement in ensuring that stocks of departmental stationery are replenished in a timely manner.
9. Adhere to all relevant departmental, and Trust wide Policies and Procedures, ensuring that any concerns in ability to adhere to these are escalated to their line manager swiftly.
10. Respond to urgent requests for information prioritising tasks accordingly and keeping customers informed on progress.
11. Maintain and order stationery stock to an appropriate level.
12. To update and maintain standards of data quality relating to the collection, input and use of all computerised and manual systems.

Key Responsibilities

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 facts or situations, some of which require analysis.

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

Physical Skills
The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

Patient Client Care
Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.

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 is responsible for maintaining stock control and/or security of stock.

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 has occasional requirement to use computer software to develop or create statistical reports requiring formulae, query reports or detailed drawings /diagrams using 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
General awareness and sensory attention; normal care and attention; an occasional requirement for concentration where the work pattern is predictable with few competing demands for attention.

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

Working conditions
Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment more or less continuously on most days.

Person Specification

Criteria	Essential	Desirable	*How criteria will be assessed*
Qualifications	G.C.S.E (or equivalent) grade 4 or above in English and Maths. NVQ Level 3 (or equivalent)		**Application and Interview**

Experience	Practical experience of Microsoft Office applications e.g. Word, Excel, etc. Excellent verbal, telephone, and written communication skills Effective general administration duties		**Application and Interview**
Knowledge	Knowledge and understanding of the Data Protection Act 2018 / GDPR / Freedom of Information Act and its application. Knowledge and understanding of the basic use of IT applications (e.g. Microsoft word, email)		**Application and Interview**

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:
Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.

- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.

- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.

- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.

- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.

- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures

- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves.

- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date

- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.

- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.

- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.