



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Information Governance Manager
<b>PAY BAND:</b>	Band 7
<b>DEPARTMENT/DIVISION:</b>	Corporate Risk and Compliance
<b>BASED AT:</b>	TBD
<b>REPORTS TO:</b>	Information Governance Lead
<b>PROFESSIONALLY RESPONSIBLE TO:</b>	Deputy Foundation Secretary
<b>RESPONSIBLE FOR:</b>	Information Governance Manager(s)
<b>LAST UPDATED:</b>	15 February 2016

### JOB PURPOSE:

The role of the Information Governance Manager is to support the Information Governance Lead in the Information Governance work programme, to ensure compliance with the requirements of the DSP Toolkit and other national standards, guidance and legislation.

The post holder will be the first point of contact for providing advice and support to all staff on information governance issues. The post holder will work with all staff groups to raise awareness of Information Governance throughout the organisation, by coordinating training and awareness events and ensuring that all staff are aware of their responsibilities and adhere/comply with the relevant policies.

The post holder will assist with the development of and delivery of the Trust's Information Governance agenda. This involves the on-going review and development of the Trust's Information Governance policy and strategy, ensuring that any action plans, policies and procedures are fully implemented.

The Post holder will lead the Information Governance team in the absence of the Senior Manager.

The post holder will have knowledge and understanding of the Trust's corporate governance processes and controls to ensure adequate support between both Information Governance and Corporate Governance team.

### KEY WORKING RELATIONSHIPS:

**Internal: All staff**

**External: Patients, members of the public, other NHS/government organisations**



## MAIN DUTIES & RESPONSIBILITIES:

The post-holder will have a strong understanding of Information Governance standards including confidentiality, data protection, information security and records management and will:

- Be the first point of contact for all IG queries from staff members, members of the public and third parties and respond to the query or identify an appropriate lead to do so.
- Produce and deliver IG training packages to all levels of staff through Trust induction, junior doctor induction, Trust wide mandatory training sessions, and department specific training sessions. Ensure that the training programme materials are regularly reviewed to ensure they remain up to date with latest guidance. Organise training events and provide admin support for training events delivered by the post holder and other members of the department.
- Lead on the completion of the Data Security and Protection (DSP) toolkit submission, including responsibility for collating evidence and uploading the evidence to the relevant folder or system. Meeting with relevant staff to assist them with interpreting standards and collating evidence.
- Line manage a Band 5 Information Governance Officer..
- Produce, analyse and monitor each of the action plans developed by Information Governance leads against each standard of the DSP Toolkit to provide advice and guidance and regular reports to the Senior Manager Information Governance and Information Governance Groups.
- Identify any gaps in meeting the requirements of the DSP Toolkit and ensure that potential weaknesses identified by the Toolkit are incorporated into an action/development Plan and addressed at the earliest opportunity.
- Act as the administrator for the DSP Toolkit, setting up new users for the toolkit and data mapping tool and be responsible for managing the Trust's annual DSP Toolkit assessment work programme and associated action plans.
- Coordinate the management of and be responsible for the annual submission of the DSP Toolkit to NHS Digital, ensuring the final assessment is completed and submitted by the appropriate deadline.



- Assist the Senior Manager Information Governance with the development of a process of internal audit against the DSP Toolkit standards and provide a report to the Information Governance group meetings as and when required.
- To research and communicate relevant information, guidance and best practice pertaining to data protection to staff across the Trust. This will include literature available via the internet and liaising with organisations such as the Department of Health and Social Care Policy Unit, and the Information Commissioner.
- Review and maintain the Trust's Information Governance policy and ensure that all other related policies and procedures are in place. Ensure the Trust complies with Information Governance policy and standard procedures from the Department of Health, NHS Digital and Information Commissioner's Office.
- Be responsible for the planning, implementation and use of a data mapping tool and reporting of results of the exercise, including reviewing completed reports to identify high risk areas and work with divisions to mitigate these risks.
- Assist and advise staff on the completion of privacy impact assessments.
- Maintain the Trust's Fair Processing Notices for staff, patients, service users and members.
- Coordinate and support information governance incident investigations where required, including assisting staff with investigations and producing investigation reports.
- To contribute to the production of the Information Governance annual update to the Board, including the Annual Governance Statement.
- Lead or assist with responding to subject access requests.
- Deal with queries or requests from external parties, relating to Information Governance including members of the public, patients, police, solicitors, insurance companies, other NHS staff members and other third parties such as social services and drafting responses to such requests where required.
- Provide Caldicott support for the Trust in relation to confidentiality and advice on the Caldicott principles and all aspects of confidentiality
- Advise staff on data processing/sharing and draft relevant data processing/sharing agreements with third parties for approval by the Deputy Foundation Secretary.



- Advise and work with staff of all levels to identify new working practices where required and to support the change programme to implement these.
- Ensure that the information Governance section on the Trust website is kept up-to-date.
- Provide support to the Information Governance Lead in relation to any other IG projects as required.
- Continuously develop skills in training and expand knowledge of Information Governance topics, including monitoring the development of legislation and NHS guidance in relation to Information Governance, advising on compliance, producing Trust specific policies and guidance as required and monitoring new initiatives.
- Keep up to date on legislation relevant to information Governance and ensure that the necessary changes to Trust policies and procedures are proactively addressed and information on legislation is appropriately disseminated within the Trust.
- Coordinate the Information Governance Group, Information Security Access Group (ISAG), GDPR Task & Finish Group, Information Asset Owner Group and any other group as set up by the Director of Corporate Affairs, monitor progress against overall plans and targets, and report progress as required under the associated terms of reference.
- Work with managers, heads of service and directors of operations to identify any new working practices required and to support the change programme to implement these.
- Communicate effectively at all levels and produce concise user friendly written documentation.
- Lead on the development of Information governance project plans and be involved in any Trust project where information governance issues arise.
- Provide advice and take action, where necessary in response to audit findings and recommendations in respect of Information Governance.
- Support the Data Protection Officer in providing assurance to the Trust Board on Information Governance issues.
- Actively promote and publicise confidentiality and data protection awareness throughout the Trust by organising training and providing written procedures that are widely disseminated and available to all staff.



- Develop and maintain the Trust's Information Asset Register with support from the Information Governance Officer(s), providing advice where necessary.
- Promote data protection awareness and ensure staff and organisational compliance with the Data Protection Act, Caldicott principles and patient information security and privacy guidelines by providing expert advice.
- Provide Information Governance support in relation to commercial, informatics, and research projects.
- Maintain the Information Governance risk register ensuring they are routinely reviewed and updated.

#### **Financial and Physical Resources**

- To have a personal duty of care in relation to equipment and resources used within the function.
- Authorised signatory for bank/agency timesheets.

#### **Human Resources**

- Participate in self development to improve performance and undertake development activities that are identified.
- Support the induction of new members of staff on systems and procedures within the department.
- Line manager.

#### **Information Resources**

- Responsible for ensuring that internal databases and are maintained and updated regularly to enable ongoing update and review.
- Responsible for the entry and storage of data compiled by others.

#### **Freedom to Act**

- Able to work on own initiative to prioritise workload and meet deadlines.

#### **Physical Effort**

- Required to use a computer and office equipment on a daily basis.

#### **Mental Effort**

- Required to concentrate for frequent periods of time where work pattern is predictable, with the ability to deal with unforeseen interruption.

#### **Emotional Effort**

- The possibility of exposure to sensitive information in relation to patient/staff issues is rare.



### Other

- The post requires the regular use of VDU equipment throughout the day, inputting data, compiling statistics, creating reports and documents.
- To take part in regular performance appraisals.
- To undertake any training required in order to maintain competency including mandatory training i.e. Fire and Manual Handling.

**The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.**

## GENERAL INFORMATION:

### TRUST VISION AND VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; To **Deliver the Best in Care**. Our values apply to every member of staff. They are to treat all with **respect**, to take personal and team **responsibility**, to look to improve the way we do things (**innovation**) and to act with **honesty** in all we do.

### TRUST POLICIES AND PROCEDURES

The post-holder will be required to comply with all policies and procedures issued by and on behalf of University Hospitals Birmingham. In addition if the post-holder is required to work at other organisations premises they must adhere to the specific policies relating to the premises in which they work.

### CLINICAL GOVERNANCE & RISK ASSESSMENT

The post-holder must be aware of and ensure compliance with the Trust's Clinical Governance systems and Risk Management systems.

### CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act.

### DATA PROTECTION

If required to do so, the post-holder will obtain, process and/or use information held on a computer in a fair and lawful way; and hold data only for the specified registered purposes and to use or disclose the data only to authorised persons or organisations.

### EQUAL OPPORTUNITIES AND DIVERSITY\*

University Hospitals Birmingham is striving towards being an equal opportunities employer. No job applicant or member of staff will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.



University Hospitals Birmingham the post-holder will have personal responsibility to ensure they do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

### **HEALTH AND SAFETY**

The post-holder must make him/herself aware of the responsibilities placed on them by the Health and Safety at Work Act [1974] to ensure that the agreed safety procedures are carried out to maintain a safe environment for other members of staff and visitors.

The post-holder will have at all times a duty to conduct themselves and to undertake their work, in a safe manner, so not to endanger themselves and others around them. Clearly, the degree of such responsibilities carried out by a particular individual will depend on the nature and extent of his/her work. Should any individual feel concerned over the safety aspects of his/her work, it should be brought to the attention of his/her manager/supervisor and/or Trade Union Safety Representative.

The post-holder must adhere to the health and safety rules and procedures of the Trust. He/she has a legal duty to use safety devices and equipment provided.

All staff will receive a general introduction to health and safety at work as part of their induction. They will also be given advice on fire, security and lifting procedures.

### **FLU PANDEMIC OR MAJOR INCIDENT**

In the event of a flu pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

### **NO SMOKING POLICY**

The Trust has a no smoking policy. Staff are only permitted to smoke in designated smoking shelters. Members of staff must not smoke inside any of the Trust's premises nor in any vehicle used on Trust Business. Members of staff must adhere to the Trust's Uniform Policy and therefore any uniforms must be covered whilst smoking.

### **PUBLIC SERVICE USER AND CARER INVOLVEMENT**

Under Section 11 of the Health and Social Care Act we have a duty to involve patients and the public at all levels within the organisation. The post-holder will be required to recognise and value the benefits of listening and responding to patients and recognise that the patients experience is the catalyst for doing things differently to improve the way we deliver services.

### **UNTOWARD INCIDENTS**

The post-holder must take responsibility for incident and near miss reporting and must ensure they adhere to all departmental policies and procedures.



**SAFEGUARDING**

The Trust is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.

**REVIEW OF THE ROLE**

This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes within the Trust’s management agenda and priorities. Although this is a list of the key responsibilities of the post it is expected that the post holder and manager will develop and define the detail of the work to be undertaken.

The Trust is committed to equal opportunities, providing opportunities for flexible working and is a no smoking organisation.

**Name of Post Holder:** .....

**Signature of Post Holder:** ..... **Date:** .....

**Name of Manager:** .....

**Post Title of Manager:** .....

**Signature of Manager:**..... **Date:** .....





**Person Specification**

<b>Post: Information Governance Manager</b>	<b>Division: Corporate</b>
<b>Location/Department: Corporate Affairs</b>	<b>Date: May 2018</b>

All candidates will be considered on their ability to meet the requirements of this person specification.

	<b>Criteria</b> <b>Please state if essential (E) or desirable (D).</b> (Only essential criteria will be considered when undertaking the job evaluation process)	<b>How Identified</b> Application form (A)/Interview (I)/ Presentation (P)
<b>General Education and Qualifications</b>	<p>Educated to Masters degree or first degree level with appropriate post graduate courses or substantial experience at a comparable level (E).</p> <p>Extensive knowledge of the NHS Information Governance Framework (E).</p>	AP
<b>Experience</b>	<p>Experience of developing and implementing organisational wide IG policies, procedures and processes (E)</p> <p>Experience in delivering IG training to staff at all levels (E )</p> <p>Experience of working in a health and social care environment (D)</p> <p>Experience of report writing (E)</p> <p>Experience of organising own workload (E)</p> <p>Experience of dealing with complex queries/requests (E)</p> <p>Experience of cross team discipline working and building effective contacts and networks (E)</p>	AP/I
<b>Skills/Abilities</b>	<p>Excellent verbal and written communication skills (E)</p> <p>Ability to convey complex information to a variety of staff groups (E)</p>	AP/I



	<p>Able to maintain good working relationships with all levels of staff (E)</p> <p>MS Office skill to intermediate/advanced level (E)</p> <p>Excellent organisational skills (E)</p> <p>Ability to work on own initiative (E)</p> <p>Ability to prioritise own workload (E)</p> <p>Ability to work as part of a team (E)</p> <p>Ability to work under pressure (E)</p> <p>Ability to work to deadlines (E)</p> <p>Ability to analyse information and formulate reports clearly and accurately (E)</p>	
<p><b>Knowledge</b> Depth and extent of knowledge E.g. Technical, Financial</p>	<p>Demonstrable experience in and knowledge of the principles of information governance (D)</p> <p>Working knowledge of the requirements of the Data Protection Act (including GDPR), Caldicott, duty of confidentiality (E)</p>	
<p><b>Personal Attributes</b> e.g. Reliable, Punctual</p>	<p>Ability to work with and engage with staff at all levels (E)</p> <p>Ability to think clearly under pressure, analyse complex situations, reach decisions and take appropriate action (E)</p> <p>Able to demonstrate high levels of integrity, confidentiality and reliability (E)</p> <p>Proactive and innovative approach (E)</p> <p>Self motivated (E)</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p><b>Other Factors</b> e.g. ability to work shifts, ability to drive, etc</p>	<p>Occasional need to travel to attend external meetings as required</p>	<p>A/I</p>

