

JOB DESCRIPTION

Job Information		
1.	Job Title:	Information Governance Admin Officer
2.	AfC Band:	3
3.	Directorate/Service:	Information Management & Technology
4.	Accountable To:	Director of Finance / IG Manager
5.	Responsible For:	Management of Information Governance
6.	Base Location:	Information Governance – Sid Watkins Building
7.	AfC Job Code:	426

Role summary

To provide administrative support to the Information Governance Team including specific support in the following areas:

- Freedom of information
- Information Governance
- IT Security
- IG/Security related e-learning packages and training
- Compliance checks/audit duties.
- Trust's Information systems

It is essential that the post holder uses own initiative compatible to the role and it is vital that confidentiality is maintained at all times, understanding the importance of the Data Protection Act and the Confidentiality Code of Conduct.

Ability to prioritise and manage their own workload to ensure urgent requests is given priority. They should be well motivated with experience and the ability to work without direct supervision and to use own initiative.

Key responsibilities

- Provide administration support in the implementation of good practice and Information Governance requirements for the Trust's information systems, i.e. Information Asset Register, Data/Information flow mapping, corporate records management databases.



- Maintain databases and develop efficient electronic and manual filing systems, in accordance with information governance requirements.
- Assist in the delivery of mandated IG training through e-learning packages and classroom training
- Provide admin support for the Freedom of Information Function as and when required.
- Carry out and record regular compliance checks and audits Trust wide.
- To establish and maintain good working relationships with relevant service leads, the Trust's SIRO, Caldicott Guardian and Information Governance contacts within each service/directorate.
- Prepare and assemble documents as required by the Information Governance Manager
- Co-ordinate meetings as necessary ensuring locations and rooms are booked and appropriate domestic arrangements are made.
- Provide support for meetings, circulating agendas and relevant documents prior to each meeting, within deadlines and taking and transcribing minutes or notes where necessary.
- Work to trust and directorate policies and procedures seeking advice from other staff where appropriate
- Ensure confidentiality of patient data at all times, by awareness and compliance with existing legislation and good practice, for example Data Protection Act 1998; Caldicott principles and recommendations; local policies and procedures.
- Populate the Trust's IG Toolkit Action Plans and follow up on outstanding actions via email, telephone and on occasion face to face with the IG Toolkit owners/leads for updates.
- Assist the department to gather evidence for the Information Governance Toolkit submissions.
- Represent the Information Governance Department in a professional manner.
- Support and promote an Information Governance culture throughout the Trust.



- Undertake any other appropriate duties as requested by the Information Governance Manager
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Health and Safety

Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

Confidentiality & Data Protection

Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action. All employees must be aware of and comply with their data protection and confidentiality obligations under law and through Trust policy.

Information Governance

All employees must undertake appropriate Information Governance mandatory training as set out in the Corporate Induction and Mandatory Training Policy.

Infection Control

Staff will adhere to all Trust Infection Control policies and procedures which are relevant to the post, particularly with regard to the hand hygiene policy, and undertake any appropriate mandatory training. All staff will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection during patient transfers.

Equality and Diversity

It is the responsibility of every member of staff to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010 and to act in ways that support equality and diversity and recognise the importance of people's rights in accordance with legislation, policies, procedures and good practice.

All employees must value and treat everyone with dignity and respect, giving consideration without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices. As such staff must recognise and report any behaviour that undermines equality under Trust policy.

Safeguarding Children and Vulnerable Adults

All employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. All employees must familiarise themselves with, and adhere to the Trusts procedures and protocols for promoting and safeguarding. All staff must be responsible and proactive in identifying and reporting safeguarding concerns, raising these with the appropriate contact where necessary.



Quality Service

All staff are responsible for ensuring that they are part of providing a quality service for patients that is safe, effective and personable. Staff are responsible for familiarising themselves with local and Trust documentation that relates to quality and improving the patient experience.

Records Management

A record is anything that contains information in any medium e.g. paper, tapes, computer information, etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Employees must ensure that records are retained in accordance with the Clinical Record Keeping Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.

Data Quality

All staff whether clinical or administrative should be aware of their Data Quality responsibilities; They must complete paper based documentation and enter computer data accurately and use it correctly; ensuring they endeavor to comply with the standards as described in the Trusts Data Quality Policy, Information Security and any other associated documentation.

Risk Management

All staff are expected to take a proactive role towards the management of risk. This entails assessing potential risks, taking appropriate actions to minimise any noticed risks and reporting all incidents, near misses and hazards. Employees must ensure compliance to all Trust Risk Management, Research Governance and Infection Control Policies and Procedures and abide by the Standards for Better Health and essential standards of safety and quality.

Training and Development

All staff must co-operate in the Personal Development Review process and must attend all mandatory training as specified in the Corporate Induction and mandatory Training Policy.

Professional Registration

Where required employees must abide by their relevant Code of Professional Practice and maintain their Professional Registration; abiding also by the Trusts Professional Registration Policy.

Senior Managers

All senior managers must comply with the NHS Code of Conduct for Senior Managers.



Trust Values & Behaviours

The Trust has developed a set of values and behaviours known as The Walton Way, all employees are expected to act in line with these throughout their work and daily role.

All employees must also take responsibility for managing their own health and wellbeing.

Change of Job Description

This job description is intended as an outline of the main duties relating to the role. It is not an exhaustive list. It is likely the role and requirements of it will change over time in accordance with service needs. This may necessitate updating the job description. In such circumstances this will be undertaken with the involvement of the post holder.

The post-holder must comply with the explicit and implied terms of their contract of employment and attend all necessary mandatory training. They must also comply with all Trust policies and procedures and other agreement signed to handle Trust information

18.07.17



PERSON SPECIFICATION

Job Title:	Information Governance Officer
AfC Band:	3

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE English and Maths (grade A – C) or equivalent. • RSA Stage 1/2 Word Processing or equivalent 	
Knowledge & Experience	<ul style="list-style-type: none"> • A good working knowledge of Information Governance principles and practices. • Experience of a range of IT software packages including Microsoft office • Experience of delivery of demanding and time restricted projects. • Experience of working and engaging with a variety of senior staff • Experience in the development and delivery of training material • Some experience of working with provision of information at public/individual request • Experience of office administration • Ability to work under pressure and work to deadlines 	<ul style="list-style-type: none"> • A good working knowledge of Information Governance principles and practices



Skills & Attributes	<ul style="list-style-type: none"> • Computer literate with the ability to accurately update and populate the Trusts in house databases. • Excellent verbal and written communication skills. • Accurate with a keen eye for detail. • Have excellent keyboard skills • Ability to maintain confidentiality whilst dealing with sensitive information. • Ability to deal with enquiries from various sources as required on a daily basis. • Experience of a range of IT software packages including Microsoft office • Experience of working and engaging with a variety of senior staff • Experience of office administration • Ability to work under pressure and work to deadlines • Self-motivated, able to work independently and as part of a team 	<ul style="list-style-type: none"> • An understanding of NHS systems, applications and processes
Other	<ul style="list-style-type: none"> • 'Can do' attitude. • Innovative approach to problem solving. • Attention to detail • Confident • Customer focused. • Hard working. • Completer/finisher. • An effective team player with personal and professional credibility and integrity. • Ability to communicate with staff at all levels, and not use IT jargon. 	

