

OUTLINE JOB DESCRIPTION

Job Title: Information Governance and Freedom of Information Administrator

Grade: Band 4

Reporting to: Head of Information Governance

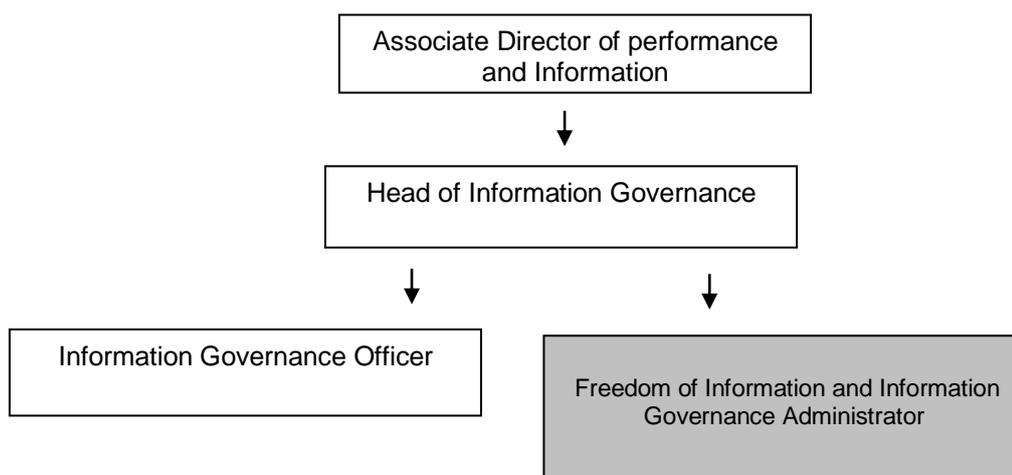
Accountable to: Associate Director Performance & Information

Location: Trust Headquarters, B1

Job Purpose

- With support from the Head of Information Governance, to manage the Freedom of Information function for the Trust
- To promote a positive image of the Trust to staff, and key stakeholders ensuring FOI requests and responses are communicated in an effective and timely manner
- To provide general administrative assistance and support to the Information Governance Team on general and information governance specific matters

Organisational Chart



Key Communications and Working Relationships

Internal: Information services colleagues; executive team members, clinical, administrative and management staff Trust-wide, Head of Care Records and Clinical Coding, Legal Department managers and staff, Corporate Directors, Service Directors, Service Support Managers, Clinical Managers, staff from Clinical Governance, Risk Management, Care Records, Finance, Supplies, Estates, HR and Payroll, FOI Leads

External: Other local NHS and Social Services organisations; web agencies; voluntary and private sector agencies, other Trusts, and service user organisations; associated communications suppliers, FOI requesters, patients and service users

Principal Duties and Responsibilities

Freedom of Information

- Co-ordinate the management and response of incoming requests for Information that fall within FOI, Environmental Information Regulations (EIR) and Data Protection Acts and General Data Protection Regulation (GDPR), in line with national legislation and Trust policies ensuring the Trust remains compliant with the set 20 working day deadlines in respect of responding to FOI requests.
- Liaise with a range of departments to gather complex information and review and analyse the data to produce draft responses to FOI requests for Head of Information Governance review.
- Resolve day-to-day Freedom of Information queries and to liaise with Head of Information Governance and legal team to resolve more complex issues.
- Raise awareness of Freedom of Information within the Trust, including developing and delivering communication plans and training to nominated staff.
- Produce regular reports on Freedom of Information compliance as scheduled and / or required.
- To maintain and further develop the FOI publication scheme in partnership with information owners.
- Be responsible for maintaining and further developing the Freedom of Information pages on the Trust website and intranet pages.
- Attend relevant training and courses to ensure an up to date knowledge of Freedom of Information, particularly within the NHS.
- Maintain the Trusts FOI database and shared drive, ensuring that data quality within the database is to a high standard.
- Provide weekly performance reports to the Head of Information Governance outlining highlighting any concerns, trends in requests for that week and potential departments causing breaches.
- Maintain the FOI contacts list for FOI leads within the Trust.
- To be responsible for progress chasing of FOI requests with the relevant managers to ensure the Trust is able to respond within the required timescales.

- Where appropriate and relevant apply FOI exemptions on behalf of the Trust, with agreement support from the Head of Information Governance.
- Monitor and action as appropriate emails received in the FOI email account.

Information Governance

- Assist with general duties required to ensure the smooth running of the Information governance team.
- Work with the team to cover key responsibilities in the absence of other team members.
- Provide Freedom of Information advice to trust staff when required.
- To be the first point of contact for any day to day information governance administration issues.
- To support the Information Governance Team in undertaking audits/surveys as necessary to monitor and test the effectiveness of Trust systems and procedures.
- To give general advice to staff and patients on information governance questions.
- To assist in the smooth running of the service, dealing sensitively with any complaints, problems or issues arising and where necessary referring the situation to the relevant Manager as appropriate.
- Monitor and action as appropriate emails received in the generic information governance email account.
- Post holder is responsible for acting as a focal point for telephone enquiries to the team, taking messages and communicating them in a timely and effective manner.
- To maintain a good working relationship with the immediate and wider team.
- Responsible for ensuring confidentiality is maintained at all times in accordance with the Data Protection Act, trust policy and good practice.
- Assist with processing Data Protection Act requests for CCTV, including logging, acknowledging, reviewing footage and keeping logs up to date.
- Monitoring of the Trusts information governance incident breaches, including logging any significant incidents in the NHS Data Security and Protection Toolkit and produce data for reports for discussion at information governance assurance meetings.
- Monitoring of information governance training for the Trust, including running reports for divisions, monitoring staff compliance, sending reminders to staff, ensuring staff queries in relation to compliance are actioned and responded to in a timely fashion.
- Provide administrative support for the Information Asset Owner register and meetings. Maintenance and upkeep of the Information Asset Owner register, ensuring documents are uploaded in a timely manner.
- Support the Information Governance Team in maintaining and updating the Information Sharing Protocol Register.
- The post holder must be able to communicate effectively with a wide range of health service personnel, including those at a senior level, within the Directorate, together with a wide range of outside agencies and organisations suppliers and other NHS authorities.

General

- Participate in meetings and committees as required.
- Perform any other duties commensurate with the grade of the post as directed by the Head of Information Governance.
- Provide support in developing departmental procedures and ensuring that these are appropriately implemented within an area of work e.g. the FOI function.

- Undertake a variety of tasks where the work pattern maybe unpredictable.
- Responsible for ordering stationary as required and keeping a log of all orders
- Organising and booking rooms for meetings and training sessions
- Work within a SharePoint site environment for the management of documents and records in the team.
- Arranging appointments for team members, booking rooms, and arranging transport when appropriate.
- Filing and maintenance of all administration documents including private and confidential documentation.
- Preparing and circulating papers for meetings - agendas, minutes, reports - and following up agreed actions.
- Responsible for taking formal minutes of meetings including Information Governance Steering Group.
- Ensuring rooms, papers and materials are prepared in readiness for meetings and training sessions
- Using a wide range of Microsoft packages including Excel and Outlook.
- The post holder will ensure they contribute and work towards the service/organisational aims and objectives.
- The post holder as an individual is required to understand their responsibility for respecting and promoting issues of equality diversity and rights in accordance with good practice and legislation.
- Responsible for reading, understanding, and complying with all relevant trust and statutory policies and procedures.
- Responsible for maintaining and conducting oneself in a professional manner towards colleagues and other agencies.

Knowledge

- Maintain detailed and up-to-date knowledge of the latest legislation surrounding Freedom of Information.
- Maintain awareness of Freedom of Information and associated Information Governance developments within the Trust and in the wider NHS.

GENERAL

Confidentiality

It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant trust policies are met in respect of information held on the Trust's computerised systems.

Equal Opportunities

The Trust is committed to equality of opportunity. All staff are required to comply with current legislation, trust policies and guidance good practice and the NHS Executive's Planning & Priorities Guidance 1996/7.

Health and Safety

Staff must ensure that they are familiar with the requirements of the Health and Safety at Work Act (1974), the Trust's Health & Safety policies/codes of practice or regulations applicable to the workplace.

Training education and development

All staff are required to participate in any necessary training and development, to keep up to date with the requirements of the job.

Research Governance.

Research and Development is at the heart of providing effective treatments and high-quality services, supporting a culture of evidence-based practice and innovation amongst staff. All staff have a duty to be aware of and comply with their responsibilities for research governance, whether as researchers, as part of the team caring for those participating in research, or as research participants themselves.

No Smoking

This Trust acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. The Trust therefore actively discourages smoking on Trust property.

This job description is indicative only, and the post will continue to evolve as the Trust's priorities develop. It will therefore be revised in consultation with the post holder from time to time, and not less than annually. You may also be required to provide cover in other areas following appropriate discussion.

Birmingham and Solihull Mental Health NHS Trust is a major NHS Trust located conveniently to the centre of Birmingham, as a Trust we pride ourselves on the unique environment, which exists, for all our staff. An environment where innovation is encouraged, hard work rewarded and where our staff, play an inclusive role in new developments.

PERSON SPECIFICATION

<u>ATTRIBUTES</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>HOW IDENTIFIED</u>
TRAINING AND QUALIFICATIONS	<ul style="list-style-type: none"> Degree level qualification or equivalent, ideally in a relevant subject or relevant experience. 		Application form, certificates.
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none"> Experience of working in an FOI role or Information governance department. Understanding of the importance of confidentiality and data protection, and in particular knowledge around GDPR, Data Protection Act 2018 and Caldicott Principles. A knowledge and understanding of available communications channels. Experience working in teams. Experience in a busy, varied working environment. 	<ul style="list-style-type: none"> 2+ years NHS experience Experience of handling Freedom of Information requests in the NHS Experience of handling Freedom of Information requests for a medium to large sized organisation. An up to date and working knowledge of the Freedom of Information Act 2000. 	Application form.
SKILLS	<ul style="list-style-type: none"> Excellent verbal and written communication skills. Excellent administration and organisation skills. Advanced MS Office skills. Excellent telephone manner and awareness of the need for confidentiality. Ability to work within established procedures and guidelines. Good interpersonal skills. High degree of numeracy. Minute Taking Skills. 	<ul style="list-style-type: none"> Audio Transcription. 	Application form, interview.
PERSONAL QUALITIES	<ul style="list-style-type: none"> Ability to work as part of team, using own initiative when required. Ability to work effectively with managers and staff at all levels, quickly establishing and building effective working relationships. Politeness, tact and diplomacy. Frequent requirement for concentration and close attention to detail. Organised, efficient and able to work within a busy environment. Ability to prioritise own workload, and complete tasks within a given timescale. Able to work under own initiative. Sensitive approach to client group. 	<ul style="list-style-type: none"> Artistic and creative flair. 	Application form, interview.

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| | <ul style="list-style-type: none">• Confident.• Tactful and diplomatic.• Logical, analytical approach to problem-solving.• High level of attention to detail.• Able to produce high quality work to tight timescales.• Adaptability to different types of work. | | |
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