Job description

Service area:	**Corporate Services**
Job title:	**Public Inquiry & Information Governance Officer**
Band:	**Band 5**
Location:	**National**

The Public Inquiry & IG Officer will assist with the NHSBSA's response to the COVID-19 Inquiry and assist the wider IG team with queries and projects as required.

The post holder will be required to assist the Inquiry Lead and the Inquiry Preparation Team (**IPT**) on the NHSBSA's response to the COVID-19 inquiry by ensuring that the BSA has adequate records, information and data collated to support the inquiry. This will include contributions to a timeline of key events, letters, directives and policies during the COVID-19 pandemic and monitoring collated evidence.

Key duties and responsibilities

- Assist with a clear and comprehensive plan to collect and collate all information and records required
- Prepare appropriate responses to inquiry requests for sign off by the BSA's Inquiry Lead, after which submission to the Inquiry can be made
- Monitor the day-to-day work to ensure that the BSA prepares itself for the COVID-19 Public Inquiry
- Take responsibility for escalating issues and problems when difficulties relating to the delivery of the response arise
- Organise significant volumes of data and information in a way which will enable the BSA to readily provide responses to the Public Inquiries when required. This will include creation of metadata.
- Utilise agreed project management tools and folders, including the developing, maintaining and updating project specific records.

- Maintain a thorough understanding of all elements of the project
- To monitor, record, check and maintain accurate details of all project information. This post holder will be required to produce and update documentation (to be completed to strict deadlines).
- To assist with the creation of reports on project status and project progress
- As part of updating/maintaining the project documentation, this role is required to highlight potential issues to ensure standards and consistency of data is of a high standard.
- Work on own initiative plan, co-ordinate and support a broad range of complex meetings.
- Work autonomously and use own initiative working within the remit of the Public Inquiry
- Work to achieve agreed objectives and is given freedom to do this in own way working within broader professional policies.
- Identify discrepancies in reporting, performance risks and issues and flag them for resolution
- To support the planning and organising of a broad range of complex meetings
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- Work to a high level of efficiency maximising use of automated processes and excellent use of Microsoft Office packages.
- Filtering and autonomously dealing with complex enquiries in a professional, sensitive and timely manner ensuring that all queries are tracked through to conclusion.
- Preparing the collation of evidence by liaising with NHSBSA staff as appropriate. This will require communicating well in writing and verbally.
- Manage and arrange meetings for IPT members, internal staff, and organise training days for witness preparation.
- Actively participate in relevant internal and external working groups/project meetings
- Deal with sensitive, contentious and complex information from BSA colleagues in an appropriate way e.g. information about the impact of Public Inquiry on patients and staff
- Prepare and deliver relevant timely reports and documents to the Public Inquiry Lead and Inquiry Director
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- Devise, maintain and amend template letters, documents and forms to improve efficient working practice.
- Attend meetings when required to take minutes, proactively ensuring that actions points are raised and completed

Communication and relationships

The IG element of this role will impose the following duties:
- handling Freedom of Information (FOI) and Data Protection (DPA) information requests for all operation services across the NHSBSA
- contributing to the development and maintenance of all relevant policies and procedures
- maintaining compliance with information rights legislation
- ensuring compliance with initiatives and meeting legislative obligations and NHS standards for Data Protection, Confidentiality, Freedom of Information, Information Governance Management, Information Security, Information Quality Assurance and the National Programme.
- Producing KPI reports on the teams SAR and FOI targets
- Monitoring and tracking requests to ensure compliance with deadlines
- Undertake such additional tasks as the Information Governance Manager may determine and which are appropriate to the grade, including those tasks and projects which are related to the development of Information Governance across the NHSBSA.

In addition to the above accountabilities, as post holder you are expected to:

Undertake additional duties and responsibilities in line with the overall purpose of your role and as agreed by your line manager.

Demonstrate NHSBSA values and core capabilities in all aspects of your work.

Foster an environment where your own and colleagues' safety and well-being is promoted.

Contribute to a culture which values diversity and inclusion.

Comply with NHSBSA policies, procedures and protocols as they apply to your role.

Working relationships

Responsible to: Information Governance Manager/COVID-19 Public Inquiry Lead

Responsible for: N/A

Key relationships and connections: FOI, Records Management and Business continuity Leads
Information Governance Officers
Other staff within NHS BSA
Internal and External Customers & Stakeholders

Person specification

Service area: Corporate Services   **Job title: Public Inquiry & IG Officer**

	Essential criteria	Desirable criteria	Demonstrated by
Personal Qualities, Knowledge and Skills	• General knowledge of NHS Information Governance, Caldicott requirements and patient confidentiality issues • General knowledge of legal issues, including Data Protection Act, Freedom of Information Act, and duty of confidence • Excellent communication skills, including the ability to communicate effectively with individuals and groups. • Able to demonstrate organisation and prioritisation skills • Good working knowledge of MS Office applications and MS Windows operating environment. • Ability to work effectively, independently, or as part of a team • Ability to maintain confidence and trust. • Ability to influence and persuade. • The ability to work under pressure and	• General knowledge of ISO27001 controls and standards	Application Form, Interview

	meet deadlines, including working on own initiative to identify and develop improvements across the organisation • Ability to work confidentially and with discretion. • Able to self motivate.		
Experience	• Experience of supporting information management projects • Experience working in an NHS or similar environment	• General experience of document management • General experience of supporting and assisting the NHS Information Governance Standard or an Information Security Policy, or Records Management Policy, as part of an organisation's corporate culture	Application Form, Interview
Qualifications	• A-level or equivalent, or work based experience, or •	• Relevant qualifications in Data Protection / Data Processing / Freedom of Information / Environmental Information Regulations / Records Management or equivalent experience working in these fields • Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in specialist area	Application Form/Certificates Interview

Core capability level (minimum)	Working up to Level 3 within the Core Capabilities framework Communicating with Impact and Influence (Level 3): - Confidently engages with stakeholders to advocate and generate commitment to goals - Communicates using appropriate style, method and timing with colleagues across all levels and functions - Persuades others, using evidence based knowledge, modifying approach to deliver messages effectively - Negotiates well, responding to other people's expectations and concerns Improving and Innovating (Level 3): - Facilitates flexible use of resources through innovative structuring of teams and resources within own area - Uses creative methods to involve and generate new thinking from others - Keeps others informed through a variety of methods in order to inform and gain commitment to changes - Challenges the status quo and provides constructive feedback to senior managers on change proposals which will affect their business area - Invites and welcomes challenge to their own or others' views, encouraging robust debate - Challenges others to identify opportunities for cost saving and service improvements Working Together (level 3): - Creates, maintains and promotes a strong network of connections with colleagues across the organisation - Engages with a variety of stakeholders, listening and responding to their feedback, and encouraging others to do the same - Advocates collective decisions, even if their own view differs - Acknowledges and addresses conflict constructively. Develops a shared solution and makes difficult choices when necessary - Courageous in bringing out and working constructively through issues that arise from conflicting points of view to find common understanding

Enabling Performance and Potential (Level 3):

- Translates business priorities into clear outcome-focused objectives
- Identifies and helps to address the capability gaps of people within own business area required to deliver business priorities
- Is honest and realistic with people about their potential, whilst challenging them to stretch beyond what they believe they can do
- Maintains effective performance in difficult and challenging circumstances, encouraging others to do the same
- Provides direction and support without micro-managing

Making and Owning Decisions (Level 3):

- Delegates and empowers decision making to the appropriate level and builds confidence in others' ability to make decisions
- Achieves an effective balance between decisiveness and analysis - recognises when an issue requires a more considered response or immediate confident decision
- Weighs up data from multiple sources, bringing in an expert for support when necessary
- Analyses and identifies risks in order to make decisions that take account of the wider context, including diversity and sustainability
- Makes decisions when they are needed, even if they prove difficult or unpopular

Understanding the Bigger Picture (Level 3):

- Engages colleagues in developing their understanding of the business strategy and the part they play in its delivery
- Supports others to understand and recognise the purpose of their business area, so that they are engaged and motivated by it

	- Identifies people/teams across the business that face similar challenges and opportunities in order to work with them to produce the best outcome for the NHSBSA - Helps others understand the complex external environment in which the NHSBSA operates - Proactively scans the external environment, being alert to emerging issues and trends which might impact or benefit their own and their team's work, and takes appropriate action
Relevant professional framework	