

Job description

Service Area:	Corporate Services
Job Title:	Information Requests Team Leader
Band:	Band 6
Location:	Stella House, Newcastle with hybrid working

Job purpose

The Information Governance Team handle a large volume of requests for information from the public. They are responsible for reviewing those requests, collecting the information requested, and ensuring it is provided to the requester in a timely manner and in compliance with the Freedom of Information Act and Data Protection legislation.

The Information Requests Team Leader will supervise the team who handle these information requests for all operation services across the NHSBSA. The post-holder will be responsible for the day-to-day task management of the team, reviewing requests for information that are received and assigning them to an Information Governance Officer as well as handling some of the more complex requests themselves with support from Information Governance Specialists

The Information Requests Team Leader will manage and co-ordinate the process for investigating reported security incidents

They will co-ordinate team procedures and recommend changes to ensure compliance with KPIs and the NHSBSA's legal obligations and duties regarding requests for information..

They will use their knowledge to provide advice and training to their team (and to other NHSBSA service areas if necessary) regarding procedures and day-to-day tasks.

They will ensure their own, and the team's, information governance knowledge is kept up to date.

They will make recommendations for the provision of clear and accessible guidance to all staff groups, to ensure the organisation meets its legal obligations.

They will take a solution focused approach to Information Governance encouraging a culture of identifying opportunities and designing systems and services in a way that complies with Data Protection legislation, ensuring that the implementation of the service is achieved in a practical and supportive way and that Information Governance is not perceived as an obstacle or blocker.

They will contribute to the co-ordinated approach for the implementation, ongoing management and monitoring of information governance across the organisation.

In this role, you are accountable for

1. Managing the Information Governance Officers to ensure that all requests for information held by all NHSBSA services are replied to in line with legislative requirements, including monitoring, coordinating and advising.
2. Managing the Information Governance Officers to ensure the provision of information on behalf of the NHSBSA in response to requests for information within the appropriate timescales, observing the relevant information rights law, analysing potentially complex and sensitive information as necessary.
3. Maintaining appropriate records in relation to all work undertaken to comply with Information Governance, Freedom of Information (FOI) and Data Protection (DP) rules and regulations.
4. Regularly reviewing procedures and guidance to improve the NHSBSA handling of high volumes of information requests and security incidents.
5. Making recommendations regarding the maintenance of the Information Governance web pages / Information requesting portal on both the local intranet and public internet web-sites.
6. Maintaining awareness of DP and FOI legislation and ensure implementation of any necessary changes within the NHSBSA to maintain compliance with legislation and best practice.
7. Being the Information Asset Administrator for the systems used to manage all legal requests for information.
8. Supporting the Information Governance Manager with the handling complaints relating to FOI / DP requests and breaches of information rights.

9. Deputising for the Information Governance Specialist(s) when required to provide advice and support for NHSBSA projects
10. Supporting the NHSBSA's work to maintain its information security standards (e.g. ISO 27001)
11. Contributing to the development and implementation of information governance policies through participation in the NHSBSA's Information Governance forums;
12. Providing monthly reports on compliance with requests for information to the Information Governance Manager including the development and implementation of appropriate action plans where necessary
13. Contributing to NHSBSA compliance with the relevant NHS Data Security & Protection toolkit (DSPT), including the development and implementation of appropriate action plans.
14. Communicating complex information to a range of audiences and be able to influence and persuade
15. Day to day Line Management of IG Officers, including authorising their expenses
16. Maintaining the IG Team Business continuity plans
17. Identifying opportunities for sharing wider learning with staff and deliver these where appropriate
18. Working with Information Governance Specialists to consider the legal issues in complex information request responses
19. Undertaking 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

1. Undertake additional duties and responsibilities in line with the purpose of your role and as agreed by your line manager.
2. Demonstrate NHSBSA values and core capabilities in all aspects of your work.
3. Encourage an environment where your own and colleagues' safety and well-being is promoted.
4. Contribute to a culture which values diversity and inclusion.
5. Follow NHSBSA policies, procedures, and protocols as they apply to your role.

Working relationships

Responsible to Information Governance Manager

Responsible for Information Governance Officers

Key relationships and connections

1. Service DPA, FOI, Records Management and Business continuity Leads
2. Information Governance Officers
3. Information Governance Specialists
4. Service data providers
5. Other staff within NHSBSA
6. Members of the public and outside agencies
7. Internal and External Customers & Stakeholders

Person specification

Service area **Corporate Services**

Job title **Information Requests Team Leader**

Personal Qualities, Knowledge and Skills

Essential criteria

1. Experience of dealing with high volumes of requests from the public.
2. Awareness of Freedom of Information and Data Protection Principles
3. The ability to identify, interpret and prioritise key information request issues for senior management review
4. Excellent communication skills, including the ability to communicate effectively with individuals and groups about complex matters.
5. Ability to influence and persuade.
6. Ability to work to tight deadlines.
7. Ability to work confidentially and with discretion.
8. Able to lead a team and work as part of that team as well as undertaking individual tasks.
9. Able to self-motivate:
 - a. High degree of personal integrity
 - b. Versatile
 - c. Strong interpersonal / communication skills (oral and written)
 - d. Proactive

Desirable criteria

1. Thorough knowledge of:
 - a. Freedom of Information Act
 - b. Data Protection Legislation

2. Broad understanding of the NHS and relevant policies.
3. Knowledge of at least one NHSBSA service
4. Presentational and training skills.

Demonstrated by

1. Application Form, Interview

Experience

Essential criteria

1. Experience of managing a team
2. Experience of managing change
3. The ability to analyse and review a range of information and produce periodic reports for a wide range of audiences
4. Experience of developing positive working relationships with a wide range of individuals.

Desirable criteria

- 1.

Demonstrated by

1. Application Form, Interview

Qualifications

Essential criteria

1. Degree or equivalent
or
2. Significant relevant experience

Desirable criteria

1. ISEB/BCS Data Protection Practitioner Certificate or candidate must be willing to achieve this qualification
2. Freedom of Information Practitioner Certificate or candidate must be willing to achieve this qualification

Demonstrated by

1. Application Form, Interview

Core capability (minimum level)

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

1.