

Job description

Service area:	Corporate Services
Job title:	Public Inquiry & Information Governance Specialist
Band:	Band 7
Location:	National

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

Leading on the NHSBSA's response to the COVID-19 inquiry to assure that the BSA has adequate records, information and data collated to support the inquiry. This will include managing a timeline of key events, letters, directives and policies during the COVID-19 pandemic and reviewing how the BSA responded to information and requests given by regional and/or national commissioners/regulators. It will also include acting as a point of contact for the Inquiry to ensure that timely and accurate information is provided to them which complies with information governance standards.

Job purpose:

- Responsible for collating comprehensive and detailed evidence that appropriately represents the actions and decisions taken throughout the designated period of the COVID-19 Inquiry and other Inquiries
- Provide records management support during the build up to the inquiries and throughout the Inquiry duration
- Ensure that records collected as part of the response are correctly catalogued, stored and made promptly available when required
- Provide regular reports on the progress of the collation and categorisation to the NHSBSA's Leadership Team, via the Inquiry Lead, to ensure that the project meets the legal and professional standards required

- Provide administrative support to the Inquiry Lead in the planning, preparation and agreement of agendas and papers for BSA Inquiry Preparation Team (**IPT**) meetings, taking minutes as required and undertaking follow-up actions

Key duties and responsibilities

- Review and assess the scope of the Inquiry and develop a clear and comprehensive plan to collect and collate all information and records required
- Coordinate the NHSBSA's COVID-19 Public Inquiry project plan.
- Prioritise workload and work to tight deadlines
- Analyse complex and multi-faceted data and make recommendations to improve practices and processes.
- Plan how the NHSBSA will respond to requests for information from Public Inquiries and prepare appropriate responses for sign off by the NHSBSA's Inquiry Lead, after which submission to the Inquiry can be made
- Plan the day-to-day work to ensure that the NHSBSA prepares itself for the COVID-19 Public Inquiry. Organising a broad range of complex activities and formulate and adjusting plans and strategies as required.
- Resolve issues and problems when difficulties relating to the delivery of the projects arise
- Organise significant volumes of data and information in a way which will enable the NHSBSA 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.
- To prepare a project folder including all appropriate documentation, project plans etc. in order that all information is readily available and stored logically.
- Maintain a thorough understanding of all elements of the projects to ensure an effective and informed first point of contact to all internal and external stakeholders.
- 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).
- Create 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.
- Advise on project documentation, escalation of issues, meetings, planning, reporting, risk and project closure.
- Full line management responsibility for the Public Inquiry and Information Governance Officer.

- Financial responsibility for signing off overtime and expenses for the Public Inquiry and Information Governance Officer.
- Work to a high level of efficiency maximising use of automated processes and excellent use of Microsoft Office packages.
- Actively participate and arrange relevant internal and external working groups/project meetings
- Deal with sensitive, contentious and complex information from NHSBSA colleagues in an appropriate way e.g. information about the impact of Public Inquiry on patients and staff
- Communicate complex information effectively with key stakeholders to ensure strong support and engagement in the COVID-19 Public Inquiry
- Prepare and deliver relevant timely reports and documents to the NHSBSA Public Inquiry Lead and Inquiry Director
- Be able to advise and communicate with a diverse group of staff including senior managers using a high level of diplomacy, clarity, and reassurance depending on the topic discussed
- Develop and maintain good working relationships with internal and external stakeholders, including Department of Health and Social Care
- Contact and engage with staff by using available technology such as emails, telephone and MS Teams

The IG element of this role will impose the following duties:

1. Maintain appropriate records in relation to all work undertaken to comply with Information Governance, FOI and DP rules and regulations.
2. Maintain awareness of DP and FOI legislation and ensure implementation of any necessary changes within the NHSBSA to maintain compliance with legislation and best practice.
3. Support the Information Governance Manager with the handling of appeals and complaints relating to FOI / DP requests and breaches of information rights.
4. Contribute to the development and implementation of information governance policies through participation in the NHSBSA's Information Governance forums;

5. Contribute to and work with the IG forum developing and implement NHSBSA corporate document retention and destruction policies, ensuring arrangements are in place to monitor compliance.
6. Required to communicate complex information to a range of audiences
7. Undertake such additional tasks as the NHSBSA Inquiry Lead 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: NHSBSA Inquiry Lead/IG Manager

Responsible for: Public Inquiry and Information Governance Officer

Key relationships and connections: Service DPA, FOI, Records Management and Business continuity Leads
Information Governance Officers
Service data providers
Other staff within NHS BSA
Members of the public and outside agencies
Internal and External Customers & Stakeholders

Person specification

Service area: Corporate Services

Job title: Public Inquiry & Information Governance Specialist

	Essential criteria	Desirable criteria	Demonstrated by
Personal Qualities, Knowledge and Skills	<ul style="list-style-type: none"> • Ability to analyse complex issues where material is conflicting and drawn from multiple sources. • Ability to work accurately with close attention to detail. • Independent thinker with proven good judgement, problem solving and analytical skills. • Good knowledge of: <ul style="list-style-type: none"> - Freedom of Information Act - Data Protection Legislation • Ability to identify, interpret and prioritise key issues for senior management review and consideration • A good working understanding of the health and social care environment and the roles and responsibilities within it • Excellent communication skills, including the ability to communicate effectively with 	<ul style="list-style-type: none"> • Broad understanding of the NHS and relevant policies. • Knowledge of at least one NHSBSA service • Presentational and training skills. • Knowledge of roles and responsibilities of Regulatory bodies • Thorough knowledge of: <ul style="list-style-type: none"> - Freedom of Information Act - Data Protection Legislation 	Application Form, Interview

	<p>individuals and groups about complex matters.</p> <ul style="list-style-type: none"> • Ability to influence and persuade. • Ability to work to tight deadlines. • Ability to work confidentially and with discretion. • Able to work both as part of a team and on an individual basis. • Able to self-motivate: <ul style="list-style-type: none"> - High degree of personal integrity - Versatile - Strong interpersonal / communication skills (oral and written) - Proactive 		
<p>Experience</p>	<ul style="list-style-type: none"> • Experience of managing change • The ability to analyse and review a range of diverse complex information and produce periodic reports for a wide range of audiences • Experience of developing positive working relationships with a wide range of individuals. • Experience of collecting and evaluating complex information from different sources 	<ul style="list-style-type: none"> • Significant specialist experience in a public Inquiry role. • Substantial administrative experience • Experience of drafting papers and correspondence at senior management team level 	<p>Application Form, Interview</p>

Qualifications	And either : <ul style="list-style-type: none"> • Degree or equivalent or • Significant relevant experience 	<ul style="list-style-type: none"> • ISEB/BCS Data Protection Practitioner Certificate • ISEB/BCS Freedom of Information Practitioner Certificate • Post Graduate Diploma in Information Rights 	Application Form/Certificates Interview
Core capability level (minimum)	<p>Communicating with Impact and Influence (Level 3):</p> <ul style="list-style-type: none"> - 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 <p>Improving and Innovating (Level 3):</p> <ul style="list-style-type: none"> - 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 <p>Working Together (level 3):</p> <ul style="list-style-type: none"> - 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 <p>Enabling Performance and Potential (Level 3):</p>		

- 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	
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