

Job description

Service area:	Corporate Services
Job title:	Information Governance Officer
Band:	4
Location:	Stella House, Newcastle with hybrid working

Job purpose:

The Information Governance Officer will handle the Freedom of Information (FOI) and Data Protection (DPA) information requests for all operation services across the NHSBSA).

The post-holder will be responsible for contributing to the development and maintenance of all relevant policies and procedures and for maintenance of compliance with information rights legislation across the NHSBSA and its operational services by supporting the Information Governance Manager in the co-ordination of the implementation of Information Governance across the NHSBSA 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.

In this role, you are accountable for:

1. Handling legal requests for information held by all NHSBSA services) including monitoring, coordinating, advising and responding to all requests.
2. Providing information on behalf of the NHSBSA in response to legal 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, FOI and DPA rules and regulations
4. Contributing to the development and maintenance of all relevant policies and procedures for compliance with information rights legislation across the NHSBSA including proposing policy changes
5. Communicating effectively at all levels, verbally and in writing and establish and maintain communication with individuals and groups, internally and externally.
6. Assisting in the development, co-ordination and support of an NHSBSA wide annual assessment using the NHS Information Governance Toolkit.
7. Assisting in the formulation of the Information Governance Implementation Plan and develop / provide continuous support to rolling organisational wide actions to address the gaps exposed by the NHS Data Security and Protection Toolkit.
8. Supporting the NHSBSA's work maintaining ISO 27001 compliance.
9. Supporting the NHSBSA to manage its information resources in a way that is safe, secure and complies with NHSBSA policy.
10. Maintaining the quality and keep up to date the Information Governance web pages of the NHSBSA intranet and internet websites
11. Undertaking such additional tasks as the Information Governance Specialist may determine and which are appropriate to the grade, including those tasks and projects which are related to the development of 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 Specialist

Key relationships and connections: Business area DP & FOI Leads
Other staff within NHS BSA
Members of the public and outside agencies
Information Commissioner's Office



Person specification

Service area: Information Governance

Job title: Information Governance Officer

	Important criteria	Desirable criteria	Demonstrated by
Personal Qualities, Knowledge and Skills	<ul style="list-style-type: none"> • Excellent communication skills, including the ability to communicate effectively with individuals and groups. • Ability to influence and persuade. • The ability to work under pressure and 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. • Able to demonstrate organisation and prioritisation skills. 		Application Form. Interview.

	<ul style="list-style-type: none"> • Good working knowledge of MS Office applications and MS Windows operating environment. • Good interpersonal skills. • Reliable. 		
Experience	<p>Thorough knowledge of:</p> <ul style="list-style-type: none"> • Freedom of Information Act. • Data Protection Act. • General knowledge of NHS Information Governance, Caldicott requirements and patient confidentiality issues. • Experience of supporting information management projects. • Demonstrable experience working in an NHS or similar environment. 	<ul style="list-style-type: none"> • General knowledge of ISO27001 controls and standards. • 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	<ul style="list-style-type: none"> • Three GCSE passes grade C/4 or above, including Maths and English or equivalent qualification or work based experience. • Or equivalent experience. 	<ul style="list-style-type: none"> • BCS/ISEB Practitioner Certificate in Data Protection. But candidate must be willing to achieve this qualification • BCS/ISEB Practitioner Certificate in Freedom of Information but candidate must be willing to achieve this qualification • . • NVQ level 3 in Business Admin or an Information 	Application Form. Certificates. Interview.

		related subject.	
Core capability level (minimum)	<ul style="list-style-type: none">• Level 2.		
Relevant professional framework			