

Job description

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| Service area: | Corporate Services |
| Job title: | Information Governance Specialist |
| Band: | Band 7 |
| Location: | Stella House, Newcastle with hybrid working |

Job purpose:

The Information Governance Specialist will support the handling of Freedom of Information (FOI) and Data Protection (DP) information requests across the NHSBSA. The post-holder will be responsible for the implementation of all relevant policies and procedures and for recommending changes to ensure the maintenance of compliance with information rights legislation across the NHSBSA and its operational services.

To use their specialist knowledge to provide advice and training around information governance, including FOI, DP, information rights and confidentiality. To make recommendations for the provision of clear and accessible guidance to all staff groups, to ensure the organisation meets both its statutory and legal obligations.

To 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.

To 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. Maintain appropriate records in relation to all work undertaken to comply with Information Governance, FOI and DP rules and regulations.
2. Regularly review and implement procedures and guidance for requesters to improve the NHSBSA handling of high volumes of information requests.
3. To make recommendations regarding the maintenance of the Information Governance web pages on both the intranet and internet websites.
4. 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.
5. Support the Information Governance Manager with the handling of appeals and complaints relating to FOI / DP requests and breaches of information rights.
6. Contribute to the development and implementation of information governance policies through participation in the NHSBSA's Information Governance forums.
7. Provide advice and assistance on Information Governance matters projects, initiatives or procurements to ensure the relevant Information Governance products are included in the project. This may include liaison with third party suppliers to ensure compliance.
8. Contribute to NHSBSA compliance with the relevant Data Security & Protection toolkit (DSPT), including the development and implementation of appropriate action plans.
9. Contribute to and work with the relevant Security and Information Governance management forum developing and implement NHSBSA corporate document retention and destruction policies, ensuring arrangements are in place to monitor compliance.
10. Required to communicate complex information to a range of audiences and be able to influence and persuade. Responsible for holding awareness sessions for local teams when required and contributing to monthly team updates.
11. 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.

12. Point of contact for local Information Security and Business Continuity related advice and liaise with the Corporate teams to provide expert input
13. Provide governance expertise and clear advice on data release queries within expected timescales
14. Provide governance oversight to local projects and developments ensuring they are in line with wider NHSBSA governance policy
15. Own and lead on ensuring local data use across networks and file storage are in line with NHSBSA policy
16. Support any local audits from a governance perspective.

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, Local manager in Newcastle

Responsible for: None

Key relationships and connections: DPA, FOI, Records Management, Security and Business continuity Leads

Information Governance Team

Service data providers

Other staff within NHS BSA

Data Governance Team

Members of the public and outside agencies

Internal and External Customers & Stakeholders



Person specification

Service area: Corporate Services

Job title: Information Governance Specialist

| | Essential criteria | Desirable criteria | Demonstrated by |
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| Personal Qualities, Knowledge and Skills | <ul style="list-style-type: none"> • Thorough knowledge of: <ul style="list-style-type: none"> - Freedom of Information Act - Data Protection Legislation • The ability to identify, interpret and prioritise key information governance issues for senior management review and consideration • Excellent communication skills, including the ability to communicate effectively with individuals and groups about complex matters. • 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. | <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. • Understanding of Information Security and Business Continuity | Application Form, Interview |

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| | <ul style="list-style-type: none"> • Able to self-motivate: <ul style="list-style-type: none"> - High degree of personal integrity - Versatile - Strong interpersonal / communication skills (oral and written) - Proactive | | |
| Experience | <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. | | Application Form, Interview |
| Qualifications | <ul style="list-style-type: none"> • ISEB/BCS Data Protection Practitioner Certificate <p>And either:</p> <ul style="list-style-type: none"> • Degree or equivalent or • Significant relevant experience | <ul style="list-style-type: none"> • 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

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

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| | <ul style="list-style-type: none">- 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 | |