

Job description 10407124

Service area: Security & Information Governance

Job title: **Information Governance Manager**

Band: 8a

Location: Stella House Newcastle upon Tyne

Job purpose:

This role will be based in the NHSBSA's Security & Information Governance team but will cover the scope of all NHSBSA systems.

The Information Governance Manager will work closely with project teams, business service representatives, and the organisation's Head of Security and Information Governance, to manage all aspects of Information Rights, and related policies and processes, within the NHSBSA, including:

- Acts as an impartial and independent assessor that the privacy risks associated with the adoption of an information system, service or business process are acceptable to the business;
- Acts as the Technical Authority across the BSA on Data Sharing Agreements to support the BSA purpose to provide better insight to the NHS through the use of more effective use of information;
- Act as the Technical Authority across the BSA for highly complex Information Rights legislation, including DP, FOI, Environmental Information Regulations and Commercial Reuse Regulations;

- Implementing and promoting compliance with information rights policies, procedures, systems and processes, in line with local, NHSBSA/DH policies and good practice standards;
- Provide specialist knowledge advice, guidance and training to all staff around information governance, including Data Sharing, FOI, DPA, Records Management, Information Rights and Confidentiality;
- Required to authorise expenses for staff and contract staff time sheets and expenses and monitor the budget relating to the above function;

In this role, you are accountable for:

1. Act as Data Protection Officer (DPO) and Freedom of Information Officer (FOI) for the NHSBSA
2. Ensure legal compliance of the NHSBSA with all information governance legislation, directives and standards whilst tailoring to business requirements
3. Ensure the development and implementation of NHSBSA corporate document retention and destruction policies, ensuring arrangements are in place to monitor compliance.
4. Regularly review procedures and guidance for external information requesters to improve the NHSBSA handling of information requests.
5. Leads research into the impact of changes in Information Rights legislation and guidance and ensure implementation of any necessary changes within the NHSBSA to maintain compliance with legislation and best practice
6. Acts as the subject matter expert for all aspects of Information Rights legislation.
7. handles the appeals and complaints made to the Information Commissioner's Office.
8. Handles appeals by requesters relating to information requests for information processed by the Information Governance Specialist or Assistant.
9. Assists Information Asset Owners (IAO) and Information Asset Administrators (IAA) in meeting their responsibilities. This includes advising an IAO/IAA on privacy risk reviews, records management data sharing best practice and ensuring this is accurately reflected in the annual Data Security & Protection toolkit (DSPT) assessment.

10. Work closely with project, initiative and procurement teams on developing new services and processes across the NHSBSA to ensure that all relevant governance standards are in place with regard to Information Governance, FOI and Data Protection.
11. Working with the Information Security Risk & Business Continuity Manager and Head of Security & Information Governance to educate staff (technical and non-technical) in information rights considerations and obligations.
12. Contribute to NHSBSA compliance with the relevant Data Security & Protection toolkit (DSPT), including the development and implementation of appropriate action plans. This may include auditing suppliers, data sharing partners and internal services for data protection law compliance.
13. Chair the Access, Privacy and Records Management forums to ensure the work of these forums are effective in developing and implementing NHSBSA policies and procedures, ensuring arrangements are in place to monitor compliance.
14. Provide input to the NHSBSA's Business Continuity plan and related activities relating to Information Rights provision.
15. Has freedom to take action on NHSBSA wide day-to-day Information Governance issues and escalates as appropriate This includes being the lead investigator on serious security incidents and liaising with the ICO.
16. Responsible for day to day supervision and line management of the Information Governance Specialist
17. Maintain the NHSBSA FOI Publication Scheme and other Information Governance web pages on both the intranet and internet web-sites.
18. Act as the deputy Caldicott Guardian with responsibility for ensuring the Caldicott principles are met when processing confidential patient data
19. Compile and present reports on relevant topics for a variety of forums including the Leadership Team and Audit and Risk Committee, presenting as required.
- 20.
21. Any other unspecified duties as required.

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: Head of Security & Information Governance

Dotted line responsibility to Director of Corporate Services for DPO responsibilities

Dotted line responsibility to the Caldicott Guardian for use of patient data

Accountable for: Information Governance Specialist

Key relationships and connections:

The Information Security Risk Business Continuity Manager, Information Asset Owners, Internal and external staff and customers, external providers, technical consultants, ALB Information Governance peers, Information Commissioners Office (ICO), project delivery teams and BSA Business Service Information Governance leads



Person specification

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	Essential criteria	Desirable criteria	Demonstrated by
Personal Qualities, Knowledge and Skills	<ul style="list-style-type: none"> ▪ Extensive Knowledge of the Information Rights components in relation to the delivery of systems and processes: <ul style="list-style-type: none"> ○ Freedom of Information Act ○ Data Protection Act ○ Data Sharing ○ Privacy Impact Assessment ○ Data protection and information governance policies and good practice. ▪ Knowledge of Records Management best practice ▪ Knowledge of risk management techniques and the application of a risk based approach to privacy controls. ▪ Ability to lead and motivate teams of direct reports and “virtual” teams comprising non-direct reports. ▪ Ability to analyse and interpret data; developing a 	<ul style="list-style-type: none"> • Broad understanding of the NHS and relevant policies. • Willingness to get involved in initiatives or issues that need additional resources as appropriate. • Presentational and training skills. 	Application Interview References

	<p>range of potential solutions to problems.</p> <ul style="list-style-type: none"> ▪ Ability to fully develop and present proposals and options. ▪ High degree of personal integrity ▪ Versatile ▪ Strong interpersonal / communication skills (oral and written) ▪ Proactive ▪ Ability to prioritise and work and work within tight deadlines. ▪ Able to work both as part of a team and on an individual basis ▪ Positive, “can do” attitude ▪ Considerate ▪ Respectful of others and their professional needs ▪ Can delegate effectively ▪ Assertive ▪ Able to work calmly under pressure ▪ Tenacious ▪ Resilient ▪ Diplomatic & Confidential 		
<p>Experience</p>	<p>Extensive knowledge of information governance matters including detailed understanding of the Freedom of Information Act and Data Protection Act</p> <ul style="list-style-type: none"> ▪ Working with staff at all levels in the organisational hierarchy on projects, issues and policy development and implementation. ▪ Proven experience in delivering and managing change. 	<ul style="list-style-type: none"> ▪ Experience of handling the consequences of a serious security breach and developing remedial actions. ▪ Experience in risk assessment and balancing privacy risks with business requirements ▪ Previous experience reporting at Board or Board Committee level. ▪ 	<p>Application Interview</p>

	<ul style="list-style-type: none"> ▪ Significant experience of managing complex projects with a variety of stakeholders to tight deadlines. ▪ Experience of developing positive working relationships with a wide range of individuals. ▪ 		
Qualifications	<p>ISEB/BCS Data Protection Practitioner Certificate ISEB/BCS Freedom of Information Practitioner Certificate</p> <p>And either :</p> <ul style="list-style-type: none"> ▪ Degree or equivalent plus demonstrable relevant experience 	<ul style="list-style-type: none"> ▪ Educated to Postgraduate level or equivalent in Information Rights ▪ ISEB/BCS Information Security Management Principles ▪ Auditing course (ISO27001, ISO22301) ▪ BCS Agile Foundation Level Certificate 	Application Certificates
Core capability level (minimum)	<p>Level 4 comprising of:</p> <p>Communicating with Impact and Influence</p> <ul style="list-style-type: none"> • Actively promotes the NHSBSA’s reputation externally and internally- publicises successes widely • Demonstrates a high level of emotional intelligence to build trust and inspire others • Involves people to engage them fully with the long term strategic vision and purpose • Presents with conviction, confidence and clarity in the face of tough negotiations or challenges • Combines the complex viewpoints of others, recognise where compromise is necessary and broker agreement <p>Improving and Innovating</p> <ul style="list-style-type: none"> • Considers the cumulative impact of implementing change on culture, structure, service and morale • Champions transformation and improvement, including identifying and embracing digital approaches • Challenges ineffective decision making, resourcing, structures and processes across the NHSBSA to create a lean, effective organisation • Encourages people to solve problems by empowering them to experiment, learn from, and share their experiences • Creates the environment that allows people to take measured risk in order to deliver better approaches and services. <p>Working Together</p> <ul style="list-style-type: none"> • Builds a strong network of collaborative relationships and partnerships across the NHS, DHSC and beyond, to achieve NHSBSA objectives 		

- Supports others to create stronger networks which enhance their insight into stakeholders and drive improved outcomes
- Actively promotes diversity and equality of opportunity within the NHSBSA to create an environment where people can be themselves at work
- Ensures that equality issues are considered for all business and policy changes within their area
- Influences stakeholders to secure mutually beneficial outcomes

Enabling Performance and Potential

- Promotes resilience in the organisation by being open and honest about challenges, and the actions required to address any unexpected developments
- Translates organisational strategy into business priorities, ensuring clear responsibilities and ownership
- Acts as a role model in supporting and energising individuals/teams to build confidence in their ability to deliver outcomes
- Champions work based learning, self-development and talent management to enhance organisational capability

Making and Owning Decisions

- Swiftly analyses complex and ambiguous data to provide clarity of thinking for others
- Makes decisions even when all information is not available and/or when under pressure
- Encourages others to move from analysis to action. Identifies decision bottlenecks and unblocks swiftly
- Brings issues to the surface quickly, focusing attention where it is needed to drive a resolution
- Uses a range of involvement/consultation methods to create and generate ownership for ideas for the business, without losing pace or compromising service delivery

Understanding the Bigger Picture

- Anticipates economic, social, political, environmental and technological developments to keep own business activity relevant and targeted
- Ensures relevant issues relating to their business area are effectively fed into strategies
- Adopts a whole-organisation perspective to ensure alignment of their business activity with the long-term strategy of the NHSBSA and NHS
- Builds the capability in others to see the bigger picture in order to recognise opportunities to deliver greater value
- Uses knowledge and insight from the wider environment to produce robust analysis and decision making

Relevant professional framework