

# Hello, we are Barts Health

#TeamBartsHealth

[bartshealth.nhs.uk](https://bartshealth.nhs.uk)

## Recruitment information pack



## OurVision

To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

### WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

Value	Key behaviours
<b>W</b> WELCOMING	<ul style="list-style-type: none"> <li>Introduce yourself by saying "Hello, my name is ..."</li> <li>Smile and acknowledge the other person(s) presence</li> <li>Treat others as you would wish others to treat you</li> <li>Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors</li> </ul>
<b>E</b> ENGAGING	<ul style="list-style-type: none"> <li>Get involved in making improvements and bring others with you</li> <li>Encourage feedback from patients and colleagues and respond to it</li> <li>Acknowledge efforts and successes; say thank you</li> <li>Use feedback to make improvements, and empower colleagues to do this without needing to seek permission</li> <li>Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable</li> </ul>
<b>C</b> COLLABORATIVE	<ul style="list-style-type: none"> <li>Give time and energy to developing relationships within and outside own team</li> <li>Demonstrate pride in Team Barts Health</li> <li>Respect and utilise the expertise of colleagues</li> <li>Know your own and others' part in the plan</li> </ul>
<b>A</b> ACCOUNTABLE	<ul style="list-style-type: none"> <li>Always strive for the highest possible standard</li> <li>Fulfil all commitments made to colleagues, supervisors, patients and customers</li> <li>Take personal responsibility for tough decisions and see efforts through to completion</li> <li>Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing</li> <li>Do not pretend to have all the answers; actively seek out those who can help</li> </ul>
<b>R</b> RESPECTFUL	<ul style="list-style-type: none"> <li>Be helpful, courteous and patient</li> <li>Remain calm, measured and balanced in challenging situations</li> <li>Show sensitivity to others' needs and be aware of your own impact</li> <li>Encourage others to talk openly and share their concerns</li> </ul>
<b>E</b> EQUITABLE	<ul style="list-style-type: none"> <li>Value the perspectives and contributions of all and ensure that all backgrounds are respected</li> <li>Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out</li> <li>Work to enact policies, procedures and processes fairly</li> <li>Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment</li> <li>Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them</li> </ul>



## 1. Job Particulars

Job title:	Freedom of Information Co-ordinator	
Clinical academic group:		
Board/corporate function:	Corporate Affairs	
Salary band:	6	
Responsible to:	Corporate Records Manager	
Accountable to:	Information Governance Manager	
Hours per week:	37.5	
Location:	Based at Prescott Street but expected to work across all sites	
Budgetary responsibility:	Not applicable	
Manages:	Direct reports:	Not applicable
	Indirect reports:	Not applicable

## 2. Job Purpose

The aim of the role is to co-ordinate the Trust's response to Freedom of Information requests to ensure that such requests are responded to in an appropriate, timely and effective way in accordance with statutory responsibilities and Trust policy.

## 3. Key Working Relationships

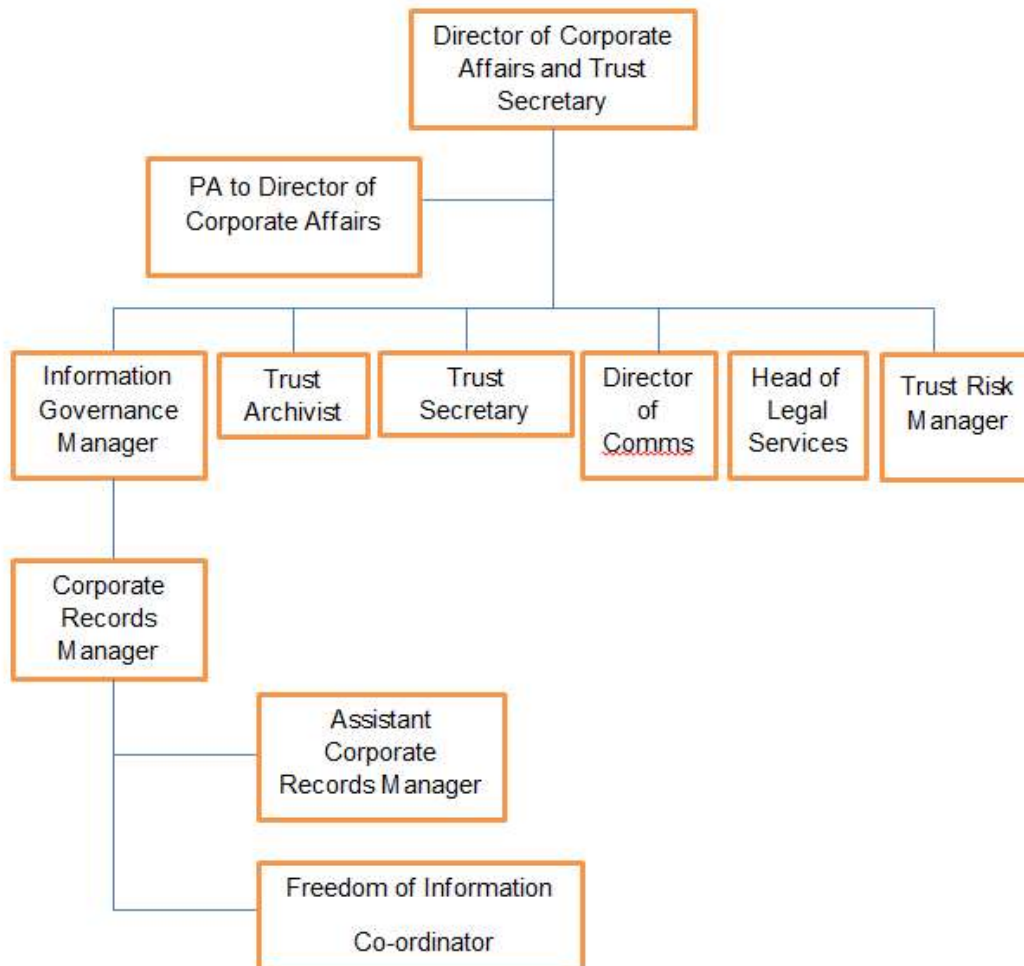
The Freedom of Information Co-ordinator reports to the Corporate Records Manager.

Other key working relationships include:

Director of Corporate Affairs and Trust Secretary, other Executive Directors, Information Governance Manager and team, Trust Offices, Communications team, Trust Archivists, senior staff across all clinical and corporate areas of the Trust, Freedom of Information colleagues in other NHS organisations, Information Commissioner's Office, members of the public and others who request information.



#### 4. Structure Chart



#### 5. Main duties, responsibilities and results areas

##### Key result areas

1. Co-ordinating Freedom of Information requests across the Trust to ensure that they are managed and responded to in an appropriate, timely and effective way.
2. Providing support and expert advice on the implementation of the Freedom of Information Act to Trust staff responding to requests for information.
3. Maintaining an up to date knowledge and awareness of recent developments and Information Commissioner's Office (ICO) decisions in relation to the application of the Freedom of Information Act.





## **Main duties and responsibilities**

### **Professional responsibilities**

1. Maintain and develop a central logging and tracking system for Freedom of Information requests received by the Trust.
2. Ensure that requests are acknowledged and actioned to the relevant Trust teams in a timely way and maintain regular contact with teams to monitor progress in producing a response. Escalate any slippages in response times in accordance with agreed operating procedures.
3. Provide expert advice to teams in responding to complex requests, including the application of exemptions under the Freedom of Information Act.
4. Directly draft responses to some Freedom of Information requests and review and edit responses produced by others.
5. Ensure that the Communications team is fully aware of and involved in all media requests and that particularly sensitive requests are drawn to the attention of the relevant Executive Directors as appropriate.
6. Quality assure and issue final responses to Freedom of Information requests on behalf of the Trust.
7. Maintain a detailed log for each request and make this available to the investigator of any complaints received in relation to the Trust's handling of requests.
8. Keep under review and recommend any required changes to the Trust's Freedom of Information Policy.
9. Produce and disseminate via the intranet and other appropriate channels comprehensive guidance and templates on responding to Freedom of Information requests. Provide training and support as required.
10. Produce regular reports on compliance with the Freedom of Information Act for the Corporate Records Manager, Information Governance Manager and Director of Corporate Affairs.
11. Produce an annual report to the Trust Board on compliance with the Freedom of Information Act.
12. Maintain and develop the Trust's Freedom of Information Publication Scheme, ensuring that it is compliant with ICO guidance and best practice.
13. Maintain an up to date knowledge and awareness of recent developments and ICO decisions in relation to the application of the Freedom of Information Act. Advise Trust managers and staff on key guidance and decisions relevant to the NHS and the Trust.



14. Develop effective working relationships with Freedom of Information colleagues in other organisations to promote the sharing of knowledge and best practice.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the postholder.

The post holder might be required to work across the Trust at any time throughout the duration of his/her contract, which may entail travel and working at different hospital.

### **Effort, skills and working conditions**

<b>Physical skills</b>	Standard keyboard skills required
<b>Physical effort</b>	The post holder may be sat at a computer station for prolonged lengths of time.
<b>Mental effort</b>	The work will generally be predictable, dealing with phone calls and emails as a regular part of the role.
<b>Emotional effort</b>	The post holder may have to deal with patients or members of the public who are angry or upset.
<b>Working conditions</b>	The role is undertaken in an office environment.

### **Performance management and appraisal**

All staff are expected to participate in individual performance management process and reviews.

### **Personal development and training**

Barts Health NHS Trust actively encourage development within the workforce and employees are required to comply with trust mandatory training.

Barts Health's education academy aims to support high quality training to NHS staff through various services. The trust is committed to offering learning and development opportunities for all full-time and part-time employees.

No matter where you start within the NHS, you will have access to extra training and be given every chance to progress within the organisation. You will receive an annual personal review and development plan to support your career progression and you will be encouraged to develop your skills and experience.



## **Barts Health values based leadership**

Our leaders ensure a focus on health where patients are at the centre of all we do. They work to create a culture where innovation is promoted and encouraged. They lead by example and demonstrate value based decision making as being integral to the ways of working within the Trust.

Barts Health leaders are role models who demonstrate those attitudes and behaviours which will make us unique. Our leaders are passionate about delivering high quality patient care, take pride in the work that they do to and are committed to the delivering the Barts Health NHS Trust 10 pledges of:

1. Patients will be at the heart of all we do.
2. We will provide consistently high quality health care.
3. We will continuously improve patient safety standards.
4. We will sustain and develop excellence in research, development and innovation.
5. We will sustain and develop excellence in education and training.
6. We will promote human rights and equalities.
7. We will work with health partners to improve health and reduce health inequalities.
8. We will work with social care partners to provide care for those who are most vulnerable.
9. We will make the best use of public resources.
10. We will provide and support the leadership to achieve these pledges.

Our leaders are visible leaders who believe in spending time listening and talking our staff, patients and partners about the things that are important to them and the changes they would like to make to continuously improve patient care.

Barts Health leaders work with their teams to develop organisational values, embed them in our ways of working and create the cultural changes required to ensure that we consistently provide an excellent patient experience, regardless of the point of delivery, in an environment where people want to work, regardless of where they work or what they do.

## **Health and safety at work**

The postholder has a duty of care and personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in infection prevention and control (IP&C) and be compliant with all measures required by the trust to reduce HCAIs. All post holders must comply with trust infection screening and immunisation policies as well as be familiar with the trust's IP&C policies, including those that apply to their duties, such as hand decontamination, personal protective equipment, aseptic techniques and safe disposal of sharps.

All staff must challenge noncompliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

## **Safeguarding adults and children**

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that



a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager, consultant. (October 2002). [www.nmc-uk.org/](http://www.nmc-uk.org/)

### **Conflict of interest**

The trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The trust's standing orders require any officer to declare any interest, direct or indirect with contracts involving the trust. Staff are not allowed to further their private interests in the course of their NHS duties.

### **Confidentiality and data protection**

All employees are expected to comply with all trust policies and procedures related to confidentiality and data protection and to work in accordance of the Data Protection Act 1998. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training (e.g. HISS induction, organising refresher sessions for staff when necessary).

### **Budgetary management**

If you have responsibility for a budget you are expected to operate within this and under the trust's standing financial instructions (available in the intranet's policies section) at all times.

### **Equality and diversity**

The trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job related needs of all staff working in the Trust are recognised. The Trust will aim to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job.

You are responsible for ensuring that the trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

### **Smoke Free Trust**

Barts Health NHS Trust is a smoke free health provider. This means that smoking or vaping and charging electronic cigarettes is not permitted anywhere on our hospital grounds or premises. Our Smoke Free Policy aims to support smokers who are ready to stop and create a smoke free environment. As a healthcare provider it's important we do everything we can to reduce smoking among patients, visitors, staff and the risk of harm to others. All employees are expected not to smoke in their uniform or with Trust ID cards on public display. Frontline clinical staff are expected to advise patients about the risks of smoking and support them by offering a referral to the smoking cessation service and for





inpatients also offer nicotine replacement therapy (e.g. nicotine patches) or medicines; to help alleviate the discomfort of nicotine withdrawal. Smokers are up to four times more likely to stop smoking successfully with support than by going it alone and are more motivated to stop smoking whilst in hospital.

### **NHS managers' code of conduct**

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002). [www.nmc-uk.org/](http://www.nmc-uk.org/)



## 6. Person Specification

<b>Post</b>	Freedom of Information Co-ordinator	<b>Band</b>	<b>6</b>
<b>Dept/ward</b>	Corporate Affairs		

**Essential** defines the minimum criteria needed to carry out the job and the job cannot be done without these.

**Desirable** refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken into consideration in a job evaluation panel.

Essential = E Desirable = D		E or D	Application form	Interview
<b>Qualifications and knowledge</b>	Educated to degree level or equivalent or equivalent experience	E	X	
	Qualification in Freedom of Information, Data Protection, Information Governance or Archives and Records Management	D	X	
	Interrelationship between Freedom of Information, Data Protection and Public Records Act	E	X	X
	A good working knowledge of Information Governance principles and practices	D	X	X
	Demonstrate knowledge of current issues in information management in the healthcare setting	D	X	X
	Broad awareness of corporate and health records management issues	D	X	X
<b>Experience</b>	At least 1 years' experience in a Freedom of Information, information governance, records management or archival role	E	X	
	Responding to requests for information from the public and others	E	X	X



Essential = E Desirable = D		E or D	Application form	Interview
<b>Skills</b>	Strong analytical skills	E	X	X
	Self-motivated, able to work independently and as part of a team	E	X	X
	Able to work under pressure and manage priorities appropriately	E	X	X
	Good planning skills and ability to work to specified timescales	E	X	X
	Good level of I.T. literacy, particularly with Microsoft Office products	E	X	X
	Methodical approach and attention to detail	E	X	X
<b>Personal and people development</b>	High level of interpersonal skills including the ability to influence staff at all levels	D	X	X
	Positive attitude towards learning and development, demonstrated by a record of continuing professional development	E	X	X
<b>Communication</b>	Excellent verbal and written communication skills, and able to communicate effectively at all levels	E	X	X
<b>Specific requirements</b>	Sufficient to perform the duties of the post with any aids and adaptations	E	X	X

***Initial and date of preparation***

D. Scott-Davies, 26 October 2018



## About Barts Health

Our group of hospitals provide a huge range of clinical services to people in east London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.

The Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the London Air Ambulance. The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of UCLPartners, Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

