

# SHAPE YOUR STORY

## Recruitment Information Pack



Freedom of Information Officer



## Our Vision

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> <b>WELCOMING</b>	<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> <b>ENGAGING</b>	<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> <b>COLLABORATIVE</b>	<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> <b>ACCOUNTABLE</b>	<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> <b>RESPECTFUL</b>	<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> <b>EQUITABLE</b>	<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>



## Job Particulars

<b>Job Title</b>	Freedom of Information Officer
<b>Pay Band</b>	Band 5
<b>Location</b>	Based at Canary Wharf but expected to work across sites
<b>Reports to</b>	Freedom of Information Co-ordinator
<b>Responsible to</b>	Head of Information Governance

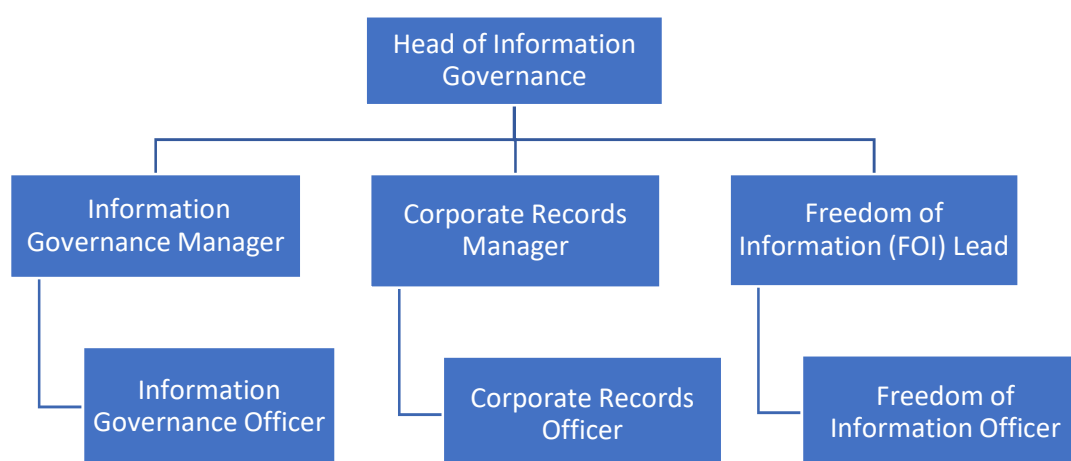
### 1. Job Purpose

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

### 2. Key Working Relationships

Internal	External
Freedom of Information Co-ordinator	Members of the public
Head of Information Governance and IG team	FOI colleagues in other NHS organisations
Director of Corporate Affairs	Information Commissioner's Office
Communications team	
Directors and other senior staff across the Trust	
Health Records, Archives, Employment History	

### 3. Structure Chart





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

##### Key result areas

- Support the FOI Co-ordinator in the Trust's duty to comply with the FOI Act. This will include:
  - Maintain and review the Trust's FOI Publication Scheme and FOIA Policy, ensuring that it is updated at regular intervals.
  - Monitor compliance against the statutory deadline for responding to FOIA requests, implementing procedural improvements as necessary and escalating when breaches may occur.
  - Ensuring the Trust adjusts to meet amendments to any FOI legislation/ schemes/ codes of practice, maintaining an awareness of changes to FOI legislation and working with the line manager to ensure process reflects legal requirement.
  - Work closely with Trust senior management and Information Commissioners Office (ICO) for any FOIA complaints being investigated by the ICO.

##### Main duties and responsibilities

- Act as a first point of contact for FOI requests and other queries, referring requesters onward where appropriate.
- Log FOI and EIR requests and keep the team's knowledge management database up to date.
- Acknowledge and action new requests 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.
- Collect, collate, analyse and check the validity of information received in response to FOI requests to ensure accurate and timely response. This may include dealing with distressing, highly confidential, contentious and complex information requiring analytical skills.
- Draft FOI responses and review responses produced by others. Issue final responses when approved.
- Liaise with Trust staff, managers and Directors, working closely with the Communications Department on FOI requests and responses, as and when required.
- Provide additional support to the IG team as required.

##### Specific knowledge, skill and experience required for the role

- Knowledge and experience of the processes to support the management of FOI requests.
- Knowledge and experience of working with databases and Microsoft Office products.
- Knowledge of Information Governance requirements for a Trust.



## 5. Working conditions

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

### NHS Manager's Code of Conduct

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

### 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/)



## Person Specification

Domain	Essential Criteria	Desirable Criteria
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to A level or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>Relevant degree or extensive knowledge, skills and experience to equivalent level.</li> <li>FOI practitioner qualification.</li> <li>Project management qualification or equivalent experience (e.g. Prince2).</li> <li>Evidence of continuing professional development.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Practical experience of processing and responding to complex FOI requests in accordance with legislation.</li> <li>Experience of providing advice and support to colleagues and the public.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in an organisation under public and political scrutiny.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of the key legislation and guidance relating to Freedom of Information Act and Environmental Information Regulations.</li> <li>A good working knowledge of Information Governance principles and practices.</li> <li>IT literate and excellent working knowledge and computer proficiency of all Microsoft Office packages (e.g. word processing, excel spreadsheets, e-mail and internet use).</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of dynamics and complexities of the NHS environment</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Developed interpersonal skills and able to build effective contacts and networks.</li> <li>Ability to work effectively as part of a team.</li> <li>High level of drive and determination.</li> </ul>	<ul style="list-style-type: none"> <li>Experience/knowledge of the use of databases or case management systems.</li> </ul>



	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills with an ability to present material of a technical/complex/ sensitive nature in a clear and easily understood way, maintaining confidentiality.</li> <li>• Sound judgment and attention to detail.</li> <li>• Good numerical and analytical skills.</li> <li>• High level of planning and organisational skills with a flexible and adaptable approach to effectively manage and prioritise own workload, meeting challenging deadlines whilst working effectively under pressure.</li> <li>• Understanding the need to deliver short-term priorities and achieve long-term goals.</li> <li>• Creative approach to problem solving.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Actively support and display the Trust's WeCare values.</li> <li>• Positive attitude towards learning and development.</li> </ul>	<ul style="list-style-type: none"> <li>• Member of professional body</li> </ul>



## 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.

