

**Maidstone and Tunbridge Wells NHS Trust  
Job Description**

**Job Title:** Information Governance Officer (formerly FOI Assistant)

**Band:** 5

**Directorate:** Health Informatics

**Site:** Home working/MTW premises as required by the role

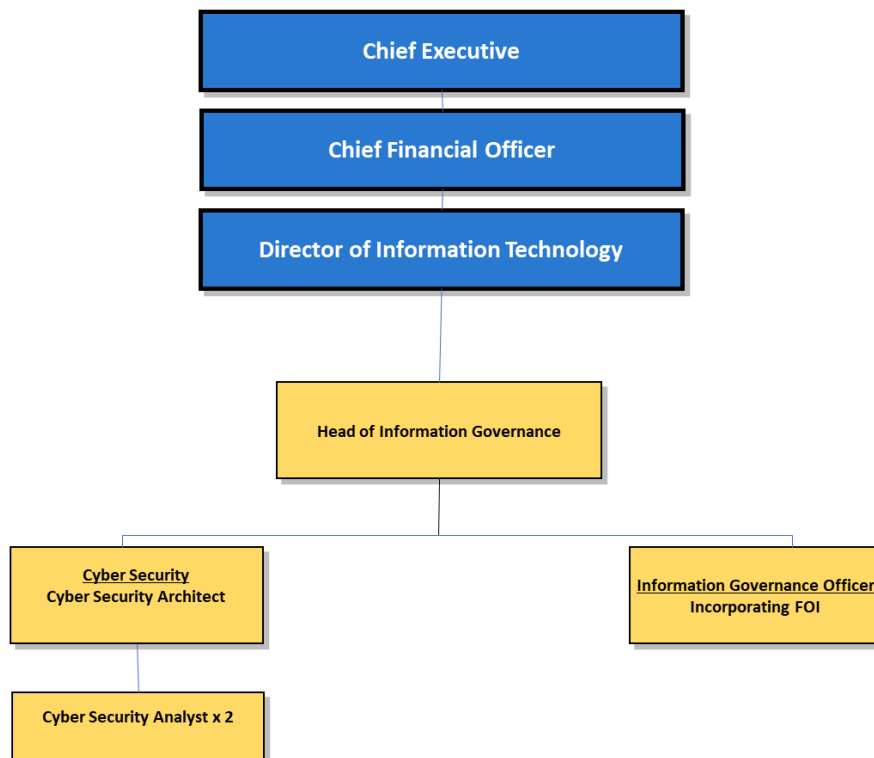
**Hours:** 37.5 hours per week (1.0 WTE)

**Reports to:** Head of Information Governance

**Accountable to:** Director of Health Informatics

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**Information Governance Team**



**Job Summary:**

The post holder will be required to manage Freedom of Information (FOI) requests received by the Trust. Provide subject matter advice and support to staff responding to FOI requests and escalate any complex matters as necessary.

Review the publication scheme in accordance with ICO guidance and facilitating updates as required including maintenance of the Trust Data Protection Impact Assessment register, maintenance of data to support FOI frequently asked questions, and publication of requests received and responses given and maintenance of the information governance staff awareness register.

Support the completion of the Information Governance Toolkit (Data Security and Protection Toolkit) annually, collating and filing relevant evidence as required.

The post holder will be responsible for ensuring that the Trust Record of Processing Activities (ROPA) is reviewed and updated on an annual basis.

The post holder will be responsible for ensuring that the documentation and records held by the Trust associated with Information Governance are retained in line with the Code of Practice for Records Management and Public Records Act.

Other tasks may include supporting the wider Information Governance work programmes, for example, the management of subject access requests, e.g., preparing records, checking and redacting content, prior to sending.

Other duties as required by the Head of Information Governance Manager and the Director of Health Informatics.

### **Working relationships:**

Members of the Public, Patients and Stakeholders  
All staff

**Budget Responsibilities:** Delegated authority to order stationery and other consumables for the Information Governance Team.

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### **Key Result Areas:**

- Ensure efficient, timely responses to FOI requests
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- Keep and update the archived FOI requests in line with legislation
- Support staff with Information Governance queries including Subject Access requests
- Support the completion of the Information Governance Data Security and Protection Toolkit
- To contribute to the development of existing and future Information Governance policies
- Co-ordinate and project management to staff Information Governance awareness register
- Co-ordinate project manage the Record of Processing Activities (ROPA) spreadsheet for the Trust

Act as a point of contact for Information Governance enquiries some of which may be of a highly confidential and complex nature referring onwards as appropriate.

### **Accountability**

- The post holder will be required to work within clearly defined policies, protocols, procedures and legislation. Objectives will be agreed and the post holder will be expected to work unsupervised with results/outcomes being assessed at agreed intervals. Guidance will be available if required.

### **Communication and Relationship**

- To receive and handle communications from public, patients, staff and media utilise appropriate tact and discretion, recognising that some of the issues will be of a confidential, contentious, sensitive, and complex nature.
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- To have the necessary persuasive and negotiation skills to secure agreement and co-operation to ensure deadlines can be met.
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- Build good working relationship with nominated staff responsible for providing data associated with Information held and shared by the Trust, i.e., FOI, SAR and ROPA
- Responsible for ensuring all FOIs are allocated to appropriate officers and any outstanding requests are followed up, to ensure a timely response is given.

### **Analytical and Judgement**

- Maintain a detailed record keeping system (FOI Database) for the recording, processing and fulfilment of requests for information made under FOI.
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- Exercise judgement on how best to present information for external consumption in order to reduce the potential for reputational damage.
- Analyse data and produce statistical information to the Head of Information Governance with regard to requests received and performance of fulfilment of enquiries.
- Preparation for key performance indicators data and compilation for reports for submission to the Information Governance Committee highlighting options for process enhancements to improve performance.
- Provide detail to the Head of Information Governance on a regular basis with regard to progression of enquiries.

### **Planning and Organisational Skills**

- Prioritise workflows to ensure that statutory timeframes are met.

- Develop and manage an appropriate filing system for Freedom of Information Act requests.
- Perform administrative support for the Head of Information Governance such as organising meetings, distribution of information prior to meetings, and ensuring procurement of office consumables.
- Attend meetings as and when requested on behalf of the Head of Information Governance.
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- Support the completion of the Information Governance Data Security and Protection Toolkit to ensure the deadlines for the compilation of evidence are met.
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### **Responsibility for Patient/Client Care**

- Incidental contact with patients. Provides information relating to requests for information.
- Act as first point of contact for FOI enquiries from members of the public.

### **Responsibility for policy/service development**

- The post holder may be required to comment on policies and procedures or possible developments in working practices or procedures relevant to Information Governance.
- Propose changes to working practices in relation to Freedom of Information Act requests to reflect legislative changes and organisational developments.
- The post holder will be responsible for horizon scanning particularly in relation to the Information Commissioner's Office to ensure that new guidance issued and examples of best practice are reviewed and where appropriate procedure changes are made within the Trust in a timely manner.

### **Responsibility for financial and physical resources**

- Required to observe own personal duty of care in relation to equipment and resources used in the course of undertaking work.
- Ensure that stock of stationery is maintained to meet the needs of the team.

### **Responsibility for R&D**

- The post holder will be required to regularly undertake audits as necessary to own work and as part of the wider Information Governance agenda
- Undertake satisfaction surveys in relation to the Trust response to Freedom of Information Act requests.
- Organise, undertake and report on a Trustwide annual, Information Governance Awareness survey, and benchmark results against peer organisations.
- Participate in Information Governance spot checks on a regular basis and report on findings.

### **Physical effort**

- This post requires a combination of sitting, standing and walking with little requirement for physical effort. Keyboard work may require frequent sitting in a restricted position.

### **Mental and emotional effort**

- Frequent requirement for concentration when undertaking analysis of data and report writing, where the work pattern is unpredictable
- Distressing or emotional circumstances are rare.

### **Working conditions**

- The post holder is required to use Visual Display Equipment more or less continuously on most days.
- The post holder may be required to travel between Trust sites to fulfil some of the responsibilities and duties commensurate with the post.

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**General** - Undertake any additional duties commensurate with the post.

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### **Job Description Agreement:**

Signature of post holder: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature of Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

**Statement:**

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone & Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone & Tunbridge Wells NHS Trust has a no smoking policy
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. **INFECTION CONTROL AND HAND HYGIENE** - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.
13. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
14. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.

**Maidstone and Tunbridge Wells NHS Trust**

**Title of Post  
Person Specification**

AREA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to Degree level/equivalent NVQ or evidence of relevant qualifications and training.</li> </ul>	<ul style="list-style-type: none"> <li>FOI Training in an NHS context</li> </ul>
<b>Experience/ Knowledge</b>	<ul style="list-style-type: none"> <li>Previous experience in an administrative/customer support type role</li> <li>Previous experience providing and analysing simple statistical reports</li> <li>Knowledge of office administration gained through relevant practical experience</li> <li>Good computer skills, including proficiency in MS Office, specifically Microsoft Word and Excel</li> <li>Demonstrable working knowledge of the Freedom of Information Act 2000</li> <li>Demonstrable understanding of Information Governance</li> <li>Interest/understanding of NHS and healthcare.</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience working with FOI requests</li> <li>Working knowledge of healthcare services</li> <li>Previous experience of working in an NHS environment</li> <li>Good understanding of Information Governance within an NHS context</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Efficient and defined organisational skills</li> <li>Good communication skills, verbal and written.</li> <li>Fast, accurate keyboard skills.</li> <li>Able to use own initiative and to prioritise,</li> <li>Good telephone manner.</li> <li>Able to deal with people sensitively.</li> <li>Ability to work under pressure without constant supervision and to remain calm.</li> <li>Able to work effectively as part of a team.</li> </ul>	

<b>Attributes</b>	Flexible and pro-active Able to work to deadlines Able to work independently, or as part of a team. Self-motivated. Able to work on own initiative. Good attendance record.	Used to working at a workstation for long periods of time.
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Date written: 1 July 2014