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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

**Band 6 - Swyddog Sicrwydd
Llywodraethu Gwybodaeth**

**Darllen y Swydd Ddisgrifiad yn
Gymraeg**

**Band 6 - Information Governance
Assurance Officer**

**Read the Job Description in
English**



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TEITL Y SWYDD: Swyddog Sicrwydd Llywodraethu Gwybodaeth

Band: 6

TROSOLWG O'R SWYDD:

- Mae'r Swyddog Sicrwydd Llywodraethu Gwybodaeth yn cefnogi'r Swyddog Diogelu Data, Pennaeth Llywodraethu Gwybodaeth a'r Rheolwyr Llywodraethu Gwybodaeth i sicrhau bod y Bwrdd Iechyd yn cyflawni ei rwymedigaethau o dan ddeddfwriaeth Diogelu Data ac yn sicrhau ymwybyddiaeth gyffredinol ar draws y Bwrdd Iechyd o faterion Llywodraethu Gwybodaeth.
- Bydd deiliad y swydd yn mynd ati'n rhagweithiol i reoli achosion o dor diogelwch data ac yn cefnogi ac yn cymeradwyo Asesiadau o'r Effaith ar Ddiogelu Data. Mae'r cyfrifoldebau dros sicrwydd Llywodraethu Gwybodaeth gyffredinol yn cynnwys cefnogi gwaith diogelu data'r Bwrdd Iechyd, llywodraethu gwybodaeth, Caldicott a chydymffurfio ag arferion da.
- Bydd deiliad y swydd yn arwain ar bob achos o dorri rheolau llywodraethu gwybodaeth lefel ganolig-isel, gan adolygu a rheoli'r broses o'r adroddiad cychwynnol i gau'r digwyddiad. Byddant hefyd yn cefnogi'r Arweinydd Torri Rheolau IG i reoli achosion lefel uchel o dorri rheolau IG. Hefyd, bydd deiliad y swydd yn rhoi cyngor a chymorth ar reoli achosion o dorri diogelwch data gan gynnwys adfer, camau cyfyngu a gwersi a ddysgwyd.
- Bydd deiliad y swydd yn gyfrifol am gefnogi a chymeradwyo Asesiadau o'r Effaith ar Ddiogelu Data, nodi risgiau prosesu data a chamau lliniaru, gan gydnabod pan fydd angen uwchgyfeirio at y rheolwr llinell.
- Bydd deiliad y swydd yn dylunio, yn cynnal ac yn mynd ar drywydd archwiliadau IG y gellir adrodd amdanynt i Swyddfa'r Comisiynydd Gwybodaeth ac archwiliadau IG eraill sy'n gysylltiedig â thor diogelwch data ar draws y Bwrdd Iechyd, ac yn darparu adroddiadau ar gyfer y Grŵp Sicrwydd IG a Seiberddiogelwch (IGCAG). Bydd deiliad y swydd yn cefnogi'r Tîm Llywodraethu Gwybodaeth i sicrhau bod staff, rhanddeiliaid, contractwyr ac aelodau o'r cyhoedd yn ymwybodol o'u cyfrifoldebau a'u hawliau o dan ddeddfwriaeth Diogelu Data.

Yn atebol i:

Adrodd:	Atebol:	Proffesiynol:
Rheolwr Llywodraethu Gwybodaeth	Rheolwr Llywodraethu Gwybodaeth	Pennaeth Llywodraethu Gwybodaeth

Prif Ddyletswyddau a Chyfrifoldebau

Gweinyddu

- Rhoi cyngor arbenigol ar IG i staff ar bob lefel, adrannau a swyddogaethau corfforaethol / clinigol.
- Drafftio, canfod a darparu gwybodaeth pan fo angen, gan gynnwys cynhyrchu adroddiadau, coladu ac ystadegau. Yn ogystal â rheoli achosion o dor diogelwch data, byddant yn darparu cymorth gweithredol i gwblhau cytundebau rhannu data, hysbysiadau preifatrwydd, cofnodion Cofrestr Asedau Gwybodaeth, Ceisiadau am Fynediad at Ddata gan y Testun a thasgau eraill sy'n ymwneud ag IG yn ôl yr angen.
- Meddu ar sgiliau cyfathrebu rhagorol, hyrwyddo IG da gyda'u holl gyfnewidiadau, a byddant yn cael eu grymuso i wneud penderfyniadau yn unol â pholisïau a gweithdrefnau.
- Bydd angen bod yn hyblyg a chroesawu newid, gan addasu i ofynion esblygol yr Adran a'r Sefydliad lle mae ffocws y rôl yn debygol o newid dros amser a chyfrifoldebau yn cael eu hail-flaenoriaethu.
- Cynorthwyo a chefnogi'r Pennaeth Llywodraethu Gwybodaeth a Rheolwyr Llywodraethu Gwybodaeth ym mhob mater sy'n ymwneud â Llywodraethu Gwybodaeth. Bydd hyn yn cynnwys y gallu a'r parodrwydd i wneud y canlynol:
- Arwain ar yr holl achosion o dor diogelwch data lefel ganolig-isel gan ddefnyddio'r wybodaeth sydd ar gael i hysbysu'r camau nesaf sydd eu hangen. Dilyn pob cam o'r broses o'r adroddiad cychwynnol i'r diwedd, gan gynnwys y gwersi a ddysgwyd a'r camau nesaf sydd eu hangen. Nodi ac adrodd ar dueddiadau tor diogelwch data. Creu cynlluniau gwella a nodi ffyrdd newydd o weithio, hyfforddi a dylanwadu ar staff ar bob lefel ac adran ar draws y Bwrdd Iechyd i newid arferion gwael
- Gweithio'n agos gyda'r Swyddog(ion) Cymorth Llywodraethu Gwybodaeth, eu cefnogi a dirprwyo iddynt er mwyn eu galluogi i'ch cefnogi chi yn eich rôl yn y ffordd orau bosibl
- Cefnogi'r Arweinydd Torri Rheolau IG gyda phob achos lefel uchel o dorri rheolau IG, gan gyflenwi yn ystod cyfnodau o absenoldeb i dynnu sylw at achosion o dorri rheolau lefel uchel a chefnogi yn ôl yr angen.
- Cefnogi'r arweinydd torri rheolau i gynhyrchu ystadegau ac adroddiadau torri rheolau cadarn ar gyfer IG/CAG/Grŵp Dysgu a Gweithredu Llywodraethu Gwybodaeth (IGLOG), Adroddiad Uwch-berchennog Risg Gwybodaeth (SIRO), ceisiadau Rhyddid Gwybodaeth (FOI) a thebyg.
- Cefnogi'r gwaith o weithredu Gweithdrefnau Rheoli Digwyddiadau IG ac Achosion a fu Bron â Digwydd a dogfennau a phrosesau Llywodraethu Gwybodaeth perthnasol eraill.
- Helpu staff i roi gwybod am ddigwyddiadau IG ar Datix pan fo angen, gan ddilyn canllawiau sydd eisoes wedi'u datblygu.
- Adolygu a chynnal systemau lleol i sicrhau ffigurau adrodd cywir, ynghyd â dadansoddi systemau ar draws y Bwrdd Iechyd i sicrhau eu bod yn cydymffurfio â deddfwriaeth diogelu data, a chymryd camau priodol os nad ydynt yn cydymffurfio. Bod yn Berchennog/Gweinyddwr Asedau Gwybodaeth ar systemau lleol, e.e. cronfa ddata tor diogelwch data, cronfa ddata Asesiad o'r Effaith ar Ddiogelu Data ac ati.
- Helpu i roi gwybod i Swyddfa'r Comisiynydd Gwybodaeth am achosion o dor diogelwch data a rhoi gwybod i wrthrychau'r data, lle bo hynny'n briodol.

- Cefnogi adrannau eraill ar draws y Bwrdd Iechyd i gwblhau Asesiadau o'r Effaith ar Ddiogelu Data, gan ofyn cwestiynau llym i nodi risgiau prosesu data ac i gynghori'r adrannau dan sylw ar sut i liniaru'r risgiau hynny. Gweithio gyda thimau prosiect i'w galluogi i gydymffurfio â'r gyfraith a pharhau i wneud hynny. Bod yn gyfrifol am asesiadau risg diogelu data cymhleth a manwl ar yr holl lif gwybodaeth newydd arfaethedig a systemau newydd ar draws y Bwrdd Iechyd.
- Gweithio'n annibynnol fel arbenigwr diogelu data i wella arferion diogelu data ar draws y Bwrdd Iechyd. Mae hyn yn cynnwys hyfforddiant ffurfiol achlysurol ac ad hoc i staff ar bob lefel, gyda sgiliau cyfathrebu rhagorol i rannu gwybodaeth deddfwriaethol gymhleth mewn ffordd y gall yr holl staff ei dehongli a'i rhoi ar waith
- Adnabod bylchau mewn data sy'n cael ei roi i sicrhau bod modd dadansoddi sefyllfa neu gynnig yn llawn yn erbyn deddfwriaeth a chanllawiau arfer da
- Gallu ateb ymholiadau ad hoc yn hyderus, gan gydnabod pan fydd angen uwchgyfeirio at uwch staff IG
- Adolygu, diweddarau a monitro polisïau a gweithdrefnau a ddatblygwyd i gynorthwyo'r Bwrdd Iechyd yn unol â deddfwriaeth Diogelu Data, Caldicott, Diogelwch Gwybodaeth, Rheoli Cofnodion a safonau cenedlaethol a lleol cysylltiedig eraill. Bydd hyn yn gofyn am gymhwyso dealltwriaeth o deddfwriaeth yn ogystal â phrofiad a gwybodaeth ymarferol drwy archwilio ac ymgysylltu ac adborth gan y Grŵp Cyflenwi Gwasanaethau (SDG)/yr Adran Gorfforaethol. Adolygu holl Bolisïau'r Bwrdd Iechyd i sicrhau eu bod yn cydymffurfio â deddfwriaeth diogelu data
- Darparu cymorth gweithredol ar gyfer asesiad Llywodraethu Gwybodaeth flynyddol y Bwrdd Iechyd, y Cynllun Gwaith Strategol, casglu tystiolaeth a chreu cynlluniau gwella, a darparu diweddariadau yn ôl yr angen.
- Arwain y gwaith o lunio ac adolygu cynllun archwilio a rhestr wirio archwilio IG ar gyfer y Bwrdd Iechyd.
- Arwain y gwaith o gynnal archwiliadau a adroddwyd arnynt i Swyddfa'r Comisiynydd Gwybodaeth ac archwiliadau sy'n ymwneud â thorri rheolau Llywodraethu Gwybodaeth ar draws y Bwrdd Iechyd, gan ddarparu adroddiadau i'r Rheolwr Llywodraethu Gwybodaeth a'r Arweinydd Llywodraethu Gwybodaeth.
- Darparu ffigurau archwilio ac adroddiadau ar gyfer IGCAG bob chwarter.
- Cydnabod pan fydd angen uwchgyfeirio materion a chyfathrebu'n effeithiol â'r aelod staff sydd yn y sefyllfa orau i gynnig y cymorth sydd ei angen
- Darparu argymhellion i Adrannau ar welliannau IG angenrheidiol.
- Cefnogi'r adran gyda'r gwaith sy'n ofynnol ar y prif elfennau Llywodraethu Gwybodaeth i'w cyflawni fel y Gofrestr Asedau Gwybodaeth, Asesiadau o'r Effaith ar Ddiogelu Data, dogfennau rhannu data, hysbysiadau preifatrwydd a chymorth Cais Gwrthrych am Wybodaeth.
- Cymryd rhan yn y gwaith paratoi a chefnogi pan fydd y Tîm Llywodraethu Gwybodaeth neu'r Bwrdd Iechyd yn cael ei archwilio gan gyrff Archwilio Mewnol ac Allanol, e.e. Swyddfa'r Comisiynydd Gwybodaeth. Cynhyrchu adroddiadau'n gywir, gan ddefnyddio cronfeydd data yn ogystal â systemau eraill fel Datix a'r Cofnod Staff Electronig (ESR), i helpu i adrodd i'r IGCAG.
- Canolbwyntio am gyfnodau hir i ddadansoddi a dehongli gwybodaeth gymhleth mewn meysydd gwybodaeth newydd, yn ogystal â chyflwyno adroddiadau cymhleth ar ran y Tîm Llywodraethu Gwybodaeth, IGCAG neu uwch reolwyr lle gallai fod rhwystrau i ddeall a dehongli. Drafftio dogfennau canllaw, gan ddefnyddio ymchwil a'ch gwybodaeth arbenigol eich hun.
- Dehongli ceisiadau arferol am wybodaeth a gweithredu yn unol â hynny.

- Cynnig cyngor ac arweiniad ar gyfnodau cadw, yn dilyn argymhellion a gyhoeddwyd, gan gyfrannu at ddiweddariadau ac adolygiadau perthnasol yn ôl yr angen. Diweddarau tudalennau Mewnwyd IG / Share Point yn rheolaidd i sicrhau eu bod yn gyfredol, yn gywir ac yn berthnasol. Ysgrifennu a chyhoeddi bwletinâu ar gyfer safle mewnwyd SBU.
- Cyngori staff, wyneb yn wyneb yn ogystal â thrwy e-bost a dros y ffôn, ar wahanol agweddau ar IG.
- Defnyddio ystod gynhwysfawr o sgiliau prosesu geiriau, taenlenni, Teams, cronfeydd data a PowerPoint.
- Sicrhau bod yr holl feysydd gwaith yn cael eu cyflawni mewn ffordd ddarbodus ac effeithlon, gan gyfrannu at reoli adnoddau cyfyngedig. Gwneud penderfyniadau ynghylch blaenoriaethau llwyth gwaith a defnyddio barn bersonol i sicrhau bod unrhyw broblemau sy'n codi yn cael sylw priodol.
- Cymryd a chychwyn camau fel y dirprwyir gan y rheolwr llinell. Cefnogi holl swyddogaethau'r Tîm Llywodraethu Gwybodaeth, bod yn hyblyg, cefnogi datblygiadau a blaenoriaethau newydd wrth iddynt godi o fewn cylch gwaith y swydd. Cyflenwi ar ran aelodau eraill y Tîm Llywodraethu Gwybodaeth yn ôl yr angen.

Cyfathrebu

- Ymgysylltu'n gadarnhaol â rhanddeiliaid wrth gyflawni tasgau allweddol sy'n gysylltiedig â cheisiadau am wybodaeth.
- Cynnal amrywiaeth o ddulliau cyfathrebu i sicrhau bod staff y Bwrdd Iechyd yn gallu cael gafael ar yr wybodaeth ddiweddaraf am wasanaethau a phrosiectau IG. Ateb pob galwad ffôn, gan gynnwys galwadau gan aelodau o'r cyhoedd a sefydliadau eraill, mewn modd proffesiynol a chwrtais, gan ddefnyddio diplomyddiaeth a sensitifrwydd. Gallu delio ag aelodau staff dig a/neu'r cyhoedd, boed hynny dros y ffôn neu drwy e-bost. Addasu arddull gyfathrebu gan sicrhau bod y galwr yn gallu deall cynnwys a chanlyniad yr alwad. Defnyddio blaengaredd i wybod pryd i gyfeirio'r alwad at aelod uwch o'r tîm Llywodraethu Gwybodaeth neu rywle arall. Gallu deall natur gymhleth rhai ymholiadau a chwynion. Cyfathrebu'n effeithiol dros y ffôn ac wyneb yn wyneb, yn ogystal â thrwy e-bost, Teams a mathau eraill o gyfathrebu digidol.
- Defnyddio lefelau uchel o gyfathrebu wrth gysylltu'n uniongyrchol â thrydydd parti allanol, e.e. Byrddau Iechyd eraill, contractwyr, yr heddlu, Swyddfa'r Comisiynydd Gwybodaeth a Llywodraeth Cymru i gael neu brosesu ceisiadau am wybodaeth a chreu perthnasoedd gwaith effeithiol. Gweithredu'n ddoeth a gyda disgresiwn pan fydd natur pwnc yn sensitif neu'n ddadleuol.
- Gallu gwneud penderfyniadau ar amrywiaeth o faterion cymhleth lle gallai fod mwy nag un ffordd o weithredu.
- Cysylltu'n rheolaidd â'r Tîm Seiber, Arweinwyr TG ac IG. Bod yn aelod hyblyg a pharod o dîm, yn hapus i helpu i gefnogi unrhyw aelod o'r tîm yn ôl yr angen.

Dadansoddi Busnes/Gwella Gwasanaeth/Rheoli Newid

- Dilyn Trefniadau Gweithredu Safonol a pholisïau a gweithdrefnau'r Bwrdd Iechyd. Adolygu arferion yn barhaus a defnyddio'r gwersi a ddysgwyd mewn gwaith yn y dyfodol.

Datblygiad Proffesiynol Parhaus Adnoddau Dynol

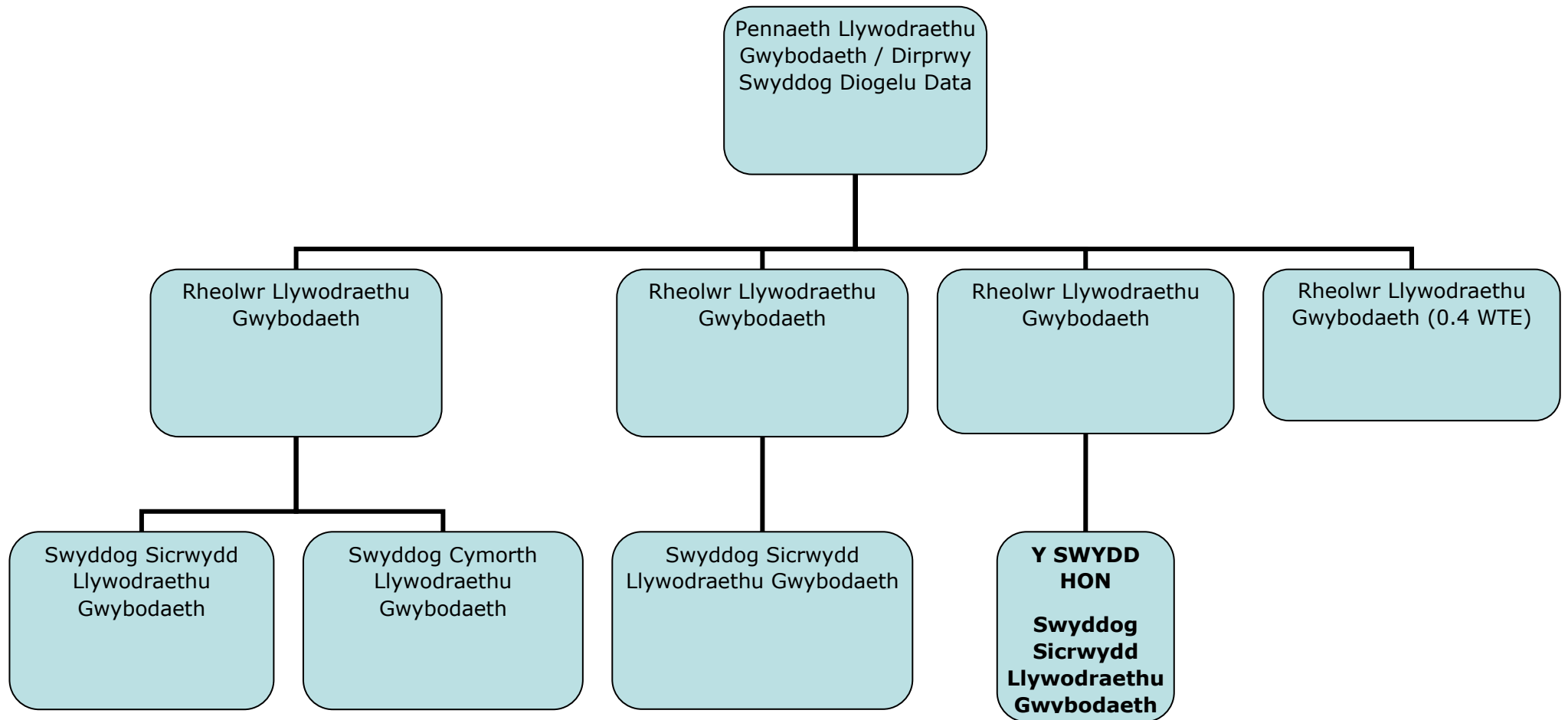
- Darparu hyfforddiant yn eich rôl eich hun i staff llai profiadol pan fo angen. Datblygu cynllun datblygiad personol fel rhan o'r broses Adolygu Datblygiad Arfarnu Personol. Cymryd rhan mewn cynlluniau datblygu a / neu hyfforddiant yn yr Adran neu'r Sefydliad.

- Cadw gwybodaeth a sgiliau yn gyfredol ac yn berthnasol i gyflawni dyletswyddau.
- Defnyddio'r adnoddau sydd ar gael i fod yn ymwybodol o faterion Llywodraethu Gwybodaeth, Seiberddiogelwch, Diogelwch Gwybodaeth, Gwybodeg Iechyd a phynciau Technoleg (Mewnrwyd, rhyngwrwyd, deunyddiau darllen, cynadleddau ac ati).
- Sicrhau parhad datblygiad personol gan gynnwys sgiliau arwain, drwy hyfforddiant ffurfiol ac anffurfiol priodol yn ôl yr angen. Bod yn ymwybodol o'r ddeddfwriaeth ddiweddaraf mewn perthynas â diogelu data, egwyddorion Caldicott a chyfrinachedd, y Ddeddf Hawliau Dynol, y Ddeddf Rhyddid Gwybodaeth ac ati a'r polisiau a'r canllawiau arferion da diweddaraf. Bod yn ymwybodol o bolisiau a gweithdrefnau'r Bwrdd Iechyd a gweithredu yn unol â nhw.

Meithrin perthnasoedd a chefnogi

- Annog perthynas waith dda rhwng staff, cleifion a'r Tîm Llywodraethu Gwybodaeth. Cynrychioli SBU mewn grwpiau IG a Diogelwch Lleol a chenedlaethol perthnasol.

Gwybodaeth a Chymwysterau Hanfodol	Dymunol	Profiad Hanfodol	Dymunol
Gradd neu brofiad rheoli cyfatebol. Tystiolaeth o Ddatblygiad Proffesiynol Parhaus Cymhwyster proffesiynol mewn Diogelu Data Gwybodaeth a dealltwriaeth arbenigol o egwyddorion y Ddeddf Diogelu Data, GDPR, FOIA a Chod Cyfrinachedd y GIG, neu barodrwydd i astudio ar gyfer cwrs ardystiedig a'r gallu i basio'r arholiad Gwybodaeth arbenigol ym meysydd Caldicott, cyfrinachedd cleifion, WASPI a rhannu gwybodaeth, hysbysiadau preifatrwydd, Asesiadau o'r Effaith ar Ddiogelu Data a diogelwch gwybodaeth, neu barodrwydd i astudio ar gyfer cwrs ardystiedig a'r gallu i basio'r arholiad	Gwybodaeth am brosesau rheoli risg Gwybodaeth am Safonau Iechyd a Gofal	Profiad blaenorol o reoli gwybodaeth Profiad blaenorol o reoli cwynion/achosion o dor diogelwch data Profiad blaenorol o gefnogi a chymeradwyo Asesiadau o'r Effaith ar Ddiogelu Data Profiad blaenorol o baratoi a chyflwyno adroddiadau Profiad blaenorol o ddelio â materion cymhleth a chyfrinachol	Profiad blaenorol o ddiogelwch TG/gwybodaeth Profiad blaenorol o archwilio Profiad blaenorol o reoli prosiectau Profiad blaenorol o weithio yn y GIG neu mewn lleoliad gofal iechyd arall Profiad o reoli newid a negodi'n llwyddiannus Profiad blaenorol o asesu risg Profiad o ddefnyddio system Datix
Doniau a galluoedd hanfodol	Dymunol	Hanfodol Eraill	
Glynu at a gallu dangos Gwerthoedd ac Ymddygiadau PBA Gallu cyfathrebu'n dda â staff ar bob lefel, cleifion a sefydliadau allanol wyneb yn wyneb, yn electronig a dros y ffôn Sgiliau llafar, rhifedd ac ysgrifenedig rhagorol Gallu gwneud penderfyniadau yn unol â phrotocolau adrannol y cytunwyd arnynt Gallu gweithio o fewn amserlenni y cytunwyd arnynt Gallu dadansoddi a dehongli gwybodaeth gymhleth Sgiliau rheoli amser rhagorol, gyda'r gallu i ail-flaenoriaethu yn ôl yr angen mewn amgylchedd sy'n newid, gan fodloni amserlenni y cytunwyd arnynt parodrwydd a'r gallu i ddysgu ffeithiau newydd a'u rhoi ar waith Sgiliau Microsoft - Word, Excel, PowerPoint, Outlook, Teams Gallu gweithio'n annibynnol ac fel aelod o dîm.	Mae Sgiliau Iaith Gymraeg yn ddymunol ar lefelau 1 i 5 o ran deall, siarad, darllen ac ysgrifennu yn Gymraeg Diweddarau cronfeydd data a chynnal a chadw tudalennau gwe, SharePoint	Gallu teithio o fewn ardal ddaearyddol. Gallu gweithio oriau hyblyg. Gwiriad Safonol/Uwch boddhaol gan y Gwasanaeth Datgelu a Gwahardd gan gynnwys gwiriad Rhestr Wahardd Oedolion a Phlant (dileer fel y bo'n briodol) Gallu gweithio mewn amgylchedd prysur, sydd weithiau'n llawn straen, a delio ag ymyriadau a blaenoriaethau sy'n newid yn broffesiynol ac yn hyderus Llawn hunangymhelliant, deinamig a rhagweithiol. Gallu addasu a bod yn hyblyg i fodloni unrhyw anghenion gwasanaeth sy'n newid gyda brwdfrydedd. Cyfrinachol iawn bob amser. Gallu delio'n gadarnhaol â sefyllfaoedd anodd Ymrwymiad i wreiddio arferion llywodraethu gwybodaeth rhagorol ar bob lefel o staff ac yn y sefydliad yn ei gyfanrwydd	





JOB TITLE: Information Governance Assurance Officer

Band: 6

JOB OVERVIEW:

- The Information Governance (IG) Assurance Officer supports the Data Protection Officer, Head of IG and the IG Managers to ensure that the Health Board meets its obligations under Data Protection legislation and ensures general awareness throughout the Health Board on IG matters.
- The post-holder will provide proactive breach management and actively support and approve Data Protection Impact Assessments. Responsibilities for general IG assurance include support of the Health Board's data protection, information governance, Caldicott and good practice compliance.
- The post-holder will take the lead on all medium-low level IG breaches, reviewing and managing the process from initial report to closing the incident. They will also support the IG Breach Lead in the management of high-level IG breaches. Also, the post-holder will provide advice and support on the management of data breaches including recovery, containment actions and lessons learned.
- The post-holder will have responsibility for supporting and approving Data Protection Impact Assessments, identifying data processing risks and mitigating actions, recognising when escalation to the line manager is required.
- The post-holder will design, conduct and follow up on ICO reportable and other breach related IG audits across the Health Board and provide reports for the IG & Cyber Security Assurance Group (IGCAG). The post holder will support the IG Team to ensure that staff, stakeholders, contractors and members of the public are aware of their responsibilities and rights under Data Protection legislation.
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Responsible to:

Reporting:

Information Governance Manager

Accountable:

Information Governance Manager

Professionally:

Head of Information Governance

Main Duties Main Responsibilities

Administration

- Provide expert IG advice to staff at all levels, departments and corporate / clinical functions.
- Draft, source and provide information when required, to include report production, collation and statistics. In addition to managing breaches, they will provide operational support with the completion of data sharing agreements, privacy notices, Information Asset Register entries, Subject Access Requests and other IG related tasks as required.
- Have excellent communication skills, promote good IG with all their exchanges, and will be empowered to make decisions in line with policies and procedures.
- Will need to be flexible and embrace change, adapting to the Department's and Organisation's evolving requirements where the focus of the role is likely to change over time and responsibilities reprioritised.
- Assist and support the Head of IG and IG Managers in all matters relating to IG. This will include the ability and willingness to:
- Take the lead on all medium-low level breaches using the available information to inform next steps required. Follow all stages of the process through from initial report to closure, including lessons learnt and next steps required. Identify and report on breach trends. Create improvement plans and identify new ways of working, training and influencing staff at all levels and departments across the Health Board to change poor practice
- Work closely with, support and delegate to, the Information Governance Support Officer(s) to enable them to best support you within your role. Support the IG Breach Lead with all high-level IG breaches, providing cover in periods of absence to highlight and support high level breaches as required.
- Support the breach lead in producing robust breach reports and statistics for IG/CAG/Information Governance Learning & Operational Group (IGLOG), Senior Information Risk Owner (SIRO) Report, Freedom of Information (FOI) requests and similar.
- Support the implementation of the IG Incident Management & Near Miss Procedures and other relevant IG documentation and processes. Aid staff in reporting IG incidents on Datix when required, following already developed guidance.
- Review and maintain local systems to ensure accurate reporting figures, along with the analysis of systems across the Health Board to ensure they are compliant with data protection legislation, and to take appropriate action if they are non-compliant. Be the Information Asset Owner/Administrator of information on local systems, e.g., breach database, DPIA database etc.
- Assist in reporting data breaches to the ICO and informing data subjects, where appropriate.
- Support other departments across the Health Board with completion of Data Protection Impact Assessments, asking poignant questions to identify data processing risks and to advise the departments concerned how to mitigate those risks. Work with project teams to enable them to become and remain legally compliant. Take responsibility for complex and detailed data protection risk assessments on all proposed new flows of information and new systems across the Health Board.
- Work autonomously as a data protection expert to improve data protection practice across the Health Board. This involves ad hoc and occasional formal training of staff at all levels, with exemplary communication skills to impart complex legislative knowledge in a way that can be interpreted and put into practice by all staff

- Recognise gaps in data being given to ensure a situation or proposal can be fully analysed against legislation and good practice guidance
- Be able to answer ad hoc queries with confidence, recognizing when escalation to senior IG staff is required
- Review, update and monitor policies and procedures developed to assist the Health Board in compliance with Data Protection legislation, Caldicott, Information Security, Records Management and other related national and local standards. This will require the application of legislation comprehension as well as practical experience and knowledge via audit and Service Delivery Group (SDG)/Corporate Department liaison and feedback. Review all Health Board Policies to ensure their compliance with data protection legislation. Provide operational support for the Health Board's annual IG assessment, Strategic Work Plan, collate evidence and create improvement plans, and provide updates as required.
- Take the lead on devising and reviewing the IG audit plan and audit checklist for the Health Board.
- Take the lead on conducting and following up on ICO reported and IG breach related audits across the Health Board, providing reports to the IG Manager and IG Lead. Provide audit figures and reports for IGCAG quarterly.
- Recognise when issues require escalation and to communicate effectively and to the best placed staff member to offer the support required. Provide recommendations to Departments on necessary IG improvements.
- Support the department with the work required on the key Information Governance deliverables such as the Information Asset Register, Data Protection Impact Assessments, data sharing documentation, privacy notices and Subject Access Request support.
- Participate in the preparatory work and support when the IG Team or Health Board is audited by Internal Audit and External bodies, e.g., ICO. Accurately produce reports, utilising databases as well as other systems such as Datix and Electronic Staff Record (ESR), to aid in reporting to the IGCAG.
- Maintain concentration for long periods of time to analyse and interpret complex information in new knowledge areas, as well as to present complex reports on behalf of the IG Team, IGCAG or senior managers where there may be barriers to understanding and interpretation. Draft guidance documents, using research and own expert knowledge.
- Interpret routine information requests and action accordingly.
- Offer advice and guidance on retention periods, following published recommendations, contributing to relevant updates and reviews as required. Update IG Intranet pages / Share Point regularly to ensure they are current, accurate and relevant.
- Write and publish bulletins for SBU's intranet site.
- Advise staff, in person as well as by email and telephone, on various aspects of IG.
- Utilise a comprehensive range of word processing, spreadsheet, Teams, database and PowerPoint skills.
- Ensure that all areas of own work are carried out in an economic and efficient way thereby contributing to the control of limited resources.
- Make decisions regarding workload priorities and use personal judgement to ensure that any problems arising are dealt with appropriately.
- Take and initiate action as delegated by line manager. Support all functions of the IG Team, be flexible, support new developments and priorities as they arise within the remit of the post. Provide cover for other members of the IG Team as necessary.

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If this role changes and it requires amendments, please contact SBU.jobevaluation@wales.nhs.uk

Communication

- Positively engage with stakeholders in the delivery of key tasks associated with requests for information.
- Maintain a range of communication methods to ensure Health Board staff have access to up-to-date information about IG projects and services. Answer all telephone calls, including those from members of the public and other organisations, in a professional and courteous manner, deploying diplomacy and sensitivity. Be able to deal with irate members of staff and/or the public, whether by telephone or email. Adapt communication style ensuring that the caller can understand the content and outcome of the call. Use initiative to know when to direct the call to a more senior member of the IG team or elsewhere. Ability to understand the complex nature of some queries and complaints. Effectively communicate using the telephone and face to face, as well as by email, Teams and other forms of digital communication.
- Utilise high levels of communication when liaising directly with external third parties, e.g., other Health Boards, contractors, police, ICO and Welsh Government to obtain or process requests for information and create effective working relationships. Act with tact and discretion when subject nature is sensitive or contentious.
- Ability to make decisions on a range of complex issues where there may be more than one course of action.
- Liaise regularly with the Cyber Team, IT and IG Leads. Be a willing and flexible team member, happy to help support any member of the team as necessary.

Business Analysis/Service Improvement/Change Management

- Follow Standard Operating Procedures and Health Board policies and procedures. Continually review practice and apply lessons learnt to future work.

Human Resources Continuing Professional Development

- Provide training in own role to less experienced staff when necessary.
- Develop a personal development plan as part of the Personal Appraisal Development Review process. Participate in development schemes and / or training within the Department or Organisation.
- Keep knowledge and skills up to date and relevant to carry out duties.
- Use available resources to keep abreast of IG matters, Cybersecurity, Information Security, Health Informatics & Technology topics (Intranet, internet, reading materials, conferences etc.).
- Ensure continuation of personal development, including leadership skills, through appropriate formal and informal training as and when necessary. Keep up to date with legislation in relation to data protection, Caldicott principles, confidentiality, Human Rights Act, Freedom of Information Act etc. and the latest policies and good practice guidance. Be aware of, and act in accordance with, Health Board policies and procedures.

Relationship building and supporting

- Encourage good working relationships between staff, patients and the IG Team. Represent SBU on relevant IG and Security local and national groups.

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Essential Qualifications & Knowledge	Desirable	Essential Experience	Desirable
Degree level or equivalent management experience Evidence of continuous professional development Data Protection professional qualification Expert knowledge and understanding in the principles of the DPA, GDPR, FOIA and NHS Code of Confidentiality, or a willingness to study for a certificated course and the ability to pass the examination Expert knowledge in the areas of Caldicott, patient confidentiality, WASPI and information sharing, privacy notices, Data Protection Impact Assessments and information security, or a willingness to study for a certificated course and the ability to pass the examination	Knowledge of risk management processes Knowledge of Health and Care Standards	Previous information governance experience Previous breach/complaint management experience Previous Data Protection Impact Assessment support & approval experience Previous experience of report preparation and delivery Previous experience of dealing with complex and confidential issues	Previous information/IT security experience Previous auditing experience Previous project management experience Previous experience of working within the NHS or other healthcare setting Successful change management and negotiation experience Previous experience of risk assessment Experience of using Datix system
Essential Aptitude and abilities	Desirable	Other Essential	
Adhere to and can demonstrate SBU Values & Behaviours Ability to communicate well with all levels of staff, patients and external organisations on a face-to-face basis, electronically and over the telephone Excellent oral, numerical and written skills Ability to make decisions in accordance with agreed departmental protocols Ability to work to agreed timescales Ability to analyse and interpret complex information Excellent time management skills, with the ability to re-prioritise as necessary in a changing environment, meeting agreed timescales willingness and ability to learn new facts and put them into practice Microsoft skills – Word, Excel, PowerPoint, Outlook, Teams Ability to work both autonomously and also as part of a team	Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh Database updating and web page maintenance, SharePoint	Ability to travel within geographical area. Able to work hours flexibly. Satisfactory Standard/Enhanced DBS clearance including an Adults and Childrens Barred List check (delete as appropriate) Ability to work in a busy, sometimes stressful environment, and to deal with interruptions and changing priorities Professional and confident manner Self-motivated, dynamic and proactive Adaptable and flexible to meet any changing service needs with enthusiasm Highly confidential at all times. Ability to deal positively with difficult situations Commitment to embedding excellent information governance practices into all levels of staff and the organisation as a whole	

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Organisational Chart

