

JOB TITLE: Information Governance Support Officer

Band: 4

JOB OVERVIEW:

Working as part of the Information Governance (IG) Team, the post-holder will provide advice on a range of IG matters, working within the legal framework, and provide full range of supportive duties to the Team.

Practical IG advice to be given to staff, patients and other stakeholders across the Health Board, including compliance with data protection legislation. To include best practices in confidentiality, security, privacy, records management and data protection principles. This includes resolving matters individually where appropriate or referring on to the most appropriate person within the IG Team; where necessary.

The post-holder will have excellent communication skills, often being the first point of contact for the IG Team by staff, members of the public and external organisations, such as the Information Commissioner's Office, the Police and public authorities. The post-holder will be empowered to make decisions in line with policies and procedures.

Responsible to:

Reporting: Information Governance Manager

Accountable: Information Governance Manager

Professionally: Head of Information Governance

Main Duties & Responsibilities

Planning and Design

- Organise and schedule ad-hoc meetings and complex meetings, including the Information Governance Cyber Assurance Group (IGCAG) and Information Governance Learning and Operational Group (IGLOG), ensuring that:
 - Any scheduling conflicts arising between key stakeholders of the meetings are accounted for and mitigated during the planning of the meetings.
 - Relevant documents are prepared and circulated in line with expected deadlines, with full awareness of daily commitments and forthcoming meetings /events to prevent (where possible) adverse conflicts.
 - Meeting minutes are accurately typed and distributed promptly.
- Assist in the co-ordination and production of strategic reports i.e. IG KPI reports for Business, IGLOG and IGCAG meetings, whilst working within a busy environment with frequent interruptions and meeting strict deadlines.
- Ensure effective administrative processes and procedures, such as a bring-forward/tracking system, are in place to monitor and track responses and deadlines. Provide timely reminders and following up actions which have not been completed, reporting progress and highlighting any areas of concern to the line manager/Head of IG.
- Supplement the IG Team in training activities and duties as/when required. Including organising and delivering ad-hoc departmental training and awareness sessions; following a notable data breach. Support the production of training compliance figures and reports.

Administration

- Provide administrative support to the Head of IG and Data Protection Officer, to include diary management, organising meetings, preparing meeting papers, undertaking committee secretariat duties and minute taking.
- Update and maintain relevant IG logs and databases including, but not limited to, updating the personal data breach log when notified of an IG incident.
- Source and provide information from logs and other areas, when required, for report and statistic collation.
- Support IG incident management. To include updating the Datix system and local IG records for all breaches and co-ordination and liaison with IG Champions/Health Board staff (as necessary) to ensure all relevant data is collated and completed.
- Assist the responsible IG Manager with the preparatory work required, in the event of an ICO reportable data breach.
- Support the management of information requests and complaints under the Data Protection Act, to include patient and staff Subject Access Requests and requests around individual's rights.

- Support the preparatory work required for IG audits undertaken by the IG Team, internal audit and external bodies e.g. ICO.
- Provide administrative support for the Health Board's annual IG Toolkit, collate evidence and action plans, and update as required.
- Provide support, as and when required, on key IG deliverables to include the Strategic Work Plan and daily IG functions and services provided by the IG Team.
- Support the functions of the IG Team, be flexible, support new developments within the remit of the post.
- Ensure that all areas of own work are carried out in an economic and efficient way thereby contributing to the control of limited resources.

Improvement, Monitoring, Policy/Service Development

- Be aware of, follow and work to SBUHB policies at all times.
- Be proactive in anticipating and responding promptly to the business needs of the IG Team.
- Obtain relevant IG advice, documentation or conduct information searches using various methods i.e. Internet, Intranet, Library, as and when required.
- Maintain an in-depth and detailed knowledge and understanding of the structure, policy management and operational procedures of the Health Board in order to deal with high level internal and external enquiries in a competent and confident manner.

Actively support and contribute to the routine monitoring and updating of relevant IG policies, procedures and documentation that governs IG practices across the Health Board. Co-ordinate and manage consultation processes on behalf of the IG Team as required.

Communication

- Utilise high levels of communication when liaising directly with internal and external stakeholders on behalf of the Service to identify, collate and resolve issues which may be complex and/or sensitive. This will require tact and diplomacy.
- Provide advice on a range of IG matters to staff, patients and other stakeholders. Matters to advise upon include data protection legislation compliance and best practice in records management, confidentiality and data processing across the Health Board. This includes resolving matters individually where appropriate or referring to the most appropriate person within the IG Team; where necessary.
- Maintain a range of communication methods to ensure Health Board staff have access to up-to-date information about IG advice and good practice.
- Deal with highly confidential and sensitive documents/issues/enquiries relating to the service and Data Protection law,

maintaining the strictest confidentiality and discretion at all times.

- Regularly communicate with other Health Board staff, of differing seniority levels, for a manner of requirements; in a professional and courteous manner. To include following up information relating to personal data breach notifications or data protection impact assessments.
- Liaise with potentially distressed patients, complainants or members of staff sensitively and appropriately (in person or by phone/MS Teams/Email). Use tact and diplomacy, at all times, to ascertain the cause and establish the most appropriate mechanism for dealing with the issue(s) raised.
- Accurately provide and receive complex information, either written or verbal, involving queries from Team members, Health Board staff, patients and members of the public or organisations such as the Police and the Information Commissioner's Office (ICO).
- Be the first point of contact to staff when the IG Team are notified of a potential data breach (in the form of a Datix notification). This will require needing to quickly and accurately identify if a notification constitutes a personal data breach and subsequently sending appropriate forms to staff for completion.
- Be a willing and flexible team member, acting as a good team player in line with the Health Board values.

Leadership, Training and Professional Development

- Keep up to date with legislation in relation to Data Protection (including UK GDPR), Caldicott principles, Common Law Duty of Confidentiality, Human Rights Act, etc. and the latest policies and good practice guidance. Maintain and improve knowledge and competence by taking part in appropriate courses and training. Keep skills up to date and relevant in order to carry out duties.
- Participate in the PDP process, identifying mandatory training requirements for continued personal development and discuss with line manager for other key training developments.
- Make decisions within own area of authority as IG Support Officer and escalate to senior staff as/when necessary.
- Use available resources to keep abreast of IG, Cyber Security, Information Security, Health Informatics & Technology Topics.

Judgement & Autonomy

- Work autonomously throughout the working day and manage workload effectively. Exercise independent judgment and initiative when problems arise, taking the necessary actions to resolve the problems or escalating to the most appropriate person.
- Take and initiate action as delegated by line manager, Head of IG and Data Protection Officer. In the absence of the line manager, make decisions regarding workload priorities and use personal judgement to ensure that any problems arising

are dealt with or escalated appropriately.

- Exercise judgment and discretion to organise, evaluate and support the prioritisation of received correspondence and requests (emails, letters, reports, complaints and requests from internal and external bodies).
- Accurately receive complex and sensitive information, often consisting of several differing components that require assessment of event/options and utilise judgement to initiate appropriate action. Actions include provision of an appropriately detailed response, further research into action needed and/or escalation to senior staff members as necessary. Complete to required timescales.

Digital and Information

- Utilise a comprehensive range of word processing, spreadsheet, database and PowerPoint skills.
- Establish and maintain effective systems and procedures for recording and filing documentation.
- Develop and maintain administrative systems to assist with the management of IG workload and responsibilities.

Essential Qualifications & Knowledge	Desirable	Essential Experience	Desirable
Level 3 qualification (e.g. A-Levels, NVQ 3, etc.) or equivalent demonstrable experience and knowledge.	Knowledge of Information Governance Framework and relevant legislation/standards. Willingness to undertake training and development as necessary.	Experience of a full range of duties within an administrative/office environment. Familiar and competent with Microsoft IT applications, particularly Word, Excel and PowerPoint.	Previous Information Governance (IG) Experience. Previous experience within the NHS or other health care setting. Previous experience of dealing with complex and confidential issues. Previous experience of using the Datix incident reporting system. Previous experience in minute/note taking.
Essential Aptitude and abilities		Desirable	Other Essential Criteria
Adhere to and can demonstrate SBU Values & Behaviours. Ability to communicate well with staff, patients and external organisations on a face-to-face basis, via email and over the telephone. Ability to understand and relay confidential information. Excellent oral, numerical and written skills. Ability to make decisions in accordance with agreed departmental protocols. Ability to prioritise and work to agreed timescales. Planning and organisational skills. Willingness to learn new facts and put them into practice. Ability to work independently and part of a team. Excellent Team Player. Self-motivated, engaged and works to a high standard. Flexible approach to changing team priorities and workload.		Welsh Language Skills in understanding, speaking, reading, and writing in Welsh. Other computer skills i.e. databases/web page management.	Ability to work in a busy, sometimes stressful environment, and to deal with interruptions and changing priorities. Highly confidential at all times. Ability to deal positively with difficult situations. Committed to embedding excellent IG and security into all levels of staff and the organisation as a whole.

Organisational Chart

