

Information Governance Officer

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Company: Apple Recruitment

Location: Saintfield

Category: legal

Job Title: Information Governance Officer

Salary: Scale 5 - £14.53 per hour

Hours: 37.5 hours per week

Location: Knockbracken Healthcare Park, Saintfield Road

Duration: 6 months

Main Duties and Responsibilities:

1. Receive and record, acknowledge, respond to and collate the information required to answer an information request within the boundaries of the Freedom of Information Act 2000 (FOIA), the Environmental Information Regulations 2004 (EIR) and DPA. This will include requests from members of the public, patients, Police Service of Northern Ireland, Coroner and other agencies as required. This will include aspects of data inputting, sourcing Command and Control records and downloading 999 calls which may be of a distressing nature
2. To review the FOI, EIR and DPA policies and procedures as and when required

3. Provide advice and assistance to applicants in order to discharge the responsibilities enforceable by the Information Commissioner. This may include:

- Guidance on how to access information from the Trust under the general right of access and the publication scheme
- Explain the basis upon which any charges of fees have been levied or exemptions applied
- Suggest other routes through which applicants may wish to access information (particularly via the Trust website) and including other public authorities

4. Communicate to Trust staff the importance of document control, negotiating implementation system and motivating and supporting staff to achieve standards compliance.

5. Communicate sensitive information and performance and change to Trust staff in a range of media that support confidentiality and compliance.

6. Establish links, in conjunction with Trust wide audit of key corporate records, with key information holders in the Trust to ensure the rapid identification, collation and reporting documentation/information to support requirements under FOI, EIR DPA and Records Management or the wider Information Governance agenda.

7. Organise and co-ordinate workshops, training awareness sessions and other corporate events around the Information Governance Agenda

8. Communicate with understanding and diplomacy and discretion with members of the public and patients when dealing with enquiries/information requests

9. Maintain a high level of confidentiality and discretion at all times when dealing with information requests under the remit of FOI, EIR and DPA etc

10. Ensure that information requests software systems are kept up to date at all times
11. Provide performance reports to key stakeholder Departmental Managers, motivating and empowering staff to manage document control functions within their area of management
12. Support the Corporate Manager as required regarding the Information Governance work programme and framework including reviewing and maintaining information governance related policies and procedures.
13. Update relevant areas of the Information Governance Control Assurance Standard, as required
14. Demonstrate a detailed knowledge of FOI, EIR, DPA, Records Management and the wider information governance agenda , acting as a source of expertise and guidance to Trust staff within the organisation
15. Demonstrate detailed knowledge of project management techniques to ensure the Trust complies with statutory regulations as the Publication Scheme and procedures that support same
16. Maintain up to date knowledge in field of FOI, EIR, DPA, records management and the wider IG framework keeping up to date with changes and recommend good practice by researching highly complex legislation, Department of Health guidance etc and interpreting its impact on the Trust.
17. Develop and liaise with project plans to support the key roll out of IG programmes in liaise with key stakeholder managers based on knowledge of organisational development systems and processes
18. Provide statistical information to the Corporate Manager to support ongoing monitoring of Trust compliance with core performance standards, using knowledge of statistical processes control techniques

19. Produce monthly document control performance reports for management review, ensuring that all information is timely and accurate, based on knowledge of key performance indicators around IG
20. To analyse, assess and formulate organisational contingency plans to ensure that FOI, EIR, DPA and records management assurances are maintained in line with the Information Management Controls Assurance Standard
21. Administer the process of investigations into complaints and about breaches relating to records management status, maintaining an accurate log of the issues and actions taken
22. Administer the process for appeals against refusal of FOI and EIR request decisions, maintaining accurate log of the issues and actions taken
23. Support key stakeholders ie Information Asset Owners/Managers etc to maintain and develop fit for purpose document management control systems within the operational remit
24. Be proactive in highlighting document control reporting deadlines to key stakeholders, introducing robust feedback and monitoring systems
25. Assist with maintaining and ensuring audit of all corporate records held within the Trust is carried out to establish the types of records in current use, the form which they held and the recording keeping systems currently in use ie Information Asset Registers
26. Maintain and update the FOI, EIR and DPA software systems/databases
27. Monitor compliance with legislative and other IG requirements eg record keeping, FOI, EIR, DPA etc
28. Production of correspondence and reports from both hard copy and electronic media equipment
29. Administer meetings around FOI, EIR, DPA and wide IG agenda, as required

30. Be responsible for successful implementation of actions arising from information governance reviews, presenting findings and reports as required

31. Undertake data flow mapping and update information risk registers within the Department as required

32. System manager for the FOI software ensuring the development of the FOI system to its full potential

33. Optimise the use of IT through competent and efficient application of Microsoft applications or bespoke software to produce documentation, presentations, databases, issue reports etc

34. Implement policies and standardised procedures to optimise working practices within post holders span of control

Qualifications/Experience:

Essential

Practical/operational experience of information requests management and records management

A relevant degree and a minimum of 1 years' experience in an information governance function with expertise in freedom of information, data protection and records management

OR

A relevant professional qualification in information governance related area or equivalent and a minimum of 2 years' experience in freedom of information, data protection and records management

OR

A minimum of 4 years' experience in an information governance function including freedom of information, data protection and records management, 2 years of which must be at Band 4 or above (or equivalent)

To apply for this role please email your CV in strictest confidence to Caroline by Wednesday 1st May 2024 at Apple Recruitment and you will then be contacted to discuss the opportunity.

All applicants will be treated in the strictest confidence.

Please ensure your CV is accurate and up to date. The CV should include your full employment history inclusive of dates, all academic achievements and full personal contact details.

Please note only applicants that match this criteria can be considered for the role.

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