

Ref: FOI/CAD/ID 3505

Please reply to:
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Trust Management
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Information Governance Manager.

- 1. A current job description for your information governance manager (or equivalent position)*
- 2. The banding for the role in Q1*
- 3. A copy of the job evaluation profile match*

1. Please find attached a copy of the job description for the Head of Information Governance at the Trust.
2. As above
3. Please see attached.

JOB DESCRIPTION

Job Title: Head of Information Governance & ICT Risk Management

Grade: 8a / 8b
(depending upon experience)

Care Group / Department: Information & Communications Technology (ICT)

Base: Maidstone Hospital

Hours: 37.5

Reports to: Director of ICT

Accountable to: Director of ICT

Criminal Records Bureau Disclosure Required: Yes

Job Summary:

As an expert in this field the Information Governance Manager and ICT Risk Management the post holder will develop and monitor the trust Information Governance Strategy across the complex areas of clinical and corporate services, based on a sound understanding of current legislative requirements, continually changing technology advances and national requirements.

To advise on and assist to develop the trusts Information Governance agenda, long and medium term plans, general policies, procedures and guidance for the trust.

To advise on access to and management of records and Freedom of Information requests with regard to ICT; providing, receiving and analysing complex, sensitive and sometimes highly contentious information; guiding users to the correct course of action ; sometimes requiring contact with patients or external stakeholders.

To provide specialist expert advice to the Caldicott Guardian, in making sure the trust operates within legal and ethical frameworks.

To provide advice, expert support and assurance on the implementation and delivery of plans to maintain and improve good information governance practice for the trust.

To work closely with staff across the organisation to communicate Information Governance standards and issues; developing and delivering where appropriate formal training and presentations to groups of trust staff.

To ensure the provision of a highly professional, customer-focused Information Governance and ICT Risk Management service which supports the delivery of high-quality patient care.

Liaising with other NHS and public sector organisations involved in Information Governance coordination and projects across the NHS and Social Care provision in Kent and Medway

Ensuring all ICT risks are identified, managed, recorded and tracked according to the Trust's Risk Management policies and procedures.

To deputise for the Director of ICT as required

To represent the Trust at external meetings as required

The post holder is responsible to the Director of ICT for:

- Information Governance
- Information Governance Management
- Information Security
- Information Governance Training
- BS7799 /ISO 27001/ISO 27002
- Freedom of Information
- Data Protection
- Data Quality
- Confidentiality
- IG aspects of Information Quality Assurance
- IG aspects of NHS Connecting for Health (CfH)
- Information sharing
- Development and documentation of policies and procedures
- ICT Risk Management

Working relationships:

- Maidstone & Tunbridge Wells Trust Board and Executive Directors
- All Care Groups and Directorates
- Kent & Medway Information Governance Forum and subgroups
- Strategic Health Authority Head of IG
- Connecting for Health
- NHS Counter Fraud Service
- Information Commissioner and other statutory bodies
- Patients and Members of the public
- Risk and Incident Management Teams

DIMENSIONS

Information Governance

- To provide an Information Governance service to the Trust to ensure Information Governance principles are embedded in Trust's activities.

Information Governance Management

- To implement and support an Information Governance Management framework within the Trust.
- To provide advice and guidance on Information Governance and ICT risk to trust staff and to external agencies as required.

Information Governance Training

- To ensure all Trust staff receive the relevant level of Information Governance training.

Information Security

- Ensure the Trust is in compliance with all Information Security legislation and guidance, especially ISO 27001 / 27002

Freedom of Information (FOI)

- To provide support and guidance to the Trust on all aspects of FOI.

Data Protection

- To ensure the Trust has an Information culture that adheres to the Data Protection principles.

ICT Risk Management

- To support the Director of ICT in developing and maintaining the Trust IG and ICT Risk Management Strategy
- To ensure all ICT risks and incidents are identified and managed according to the Trust Risk Management Strategy

Documentation

- To ensure all policies and procedures related to IG and ICT Risk Management are in place and updated as required.

Audit

- Assist in the audit planning process and manage ICT and IG audit returns for the Trust.

Annual Returns

- Ensure that all annual returns are meet the quality expectations of rth Trust.

Key Result Areas:

Information Governance

1. To work with the Director to design and specify associated standards for information governance arrangements and reporting of these activities, based on the IG Toolkit requirements.

2. To maintain an up to date knowledge of Information Governance and related statutory changes and initiatives which affect the Trust and its clients
3. To provide Information Governance consultancy and advisory service to the Trust in a timely and auditable manner
4. To provide advice and assistance to Trust staff to comply with the Trust's Information Governance policies and procedures
5. To advise the Trust to implement and adhere to appropriate Information Governance and related policies adopting community wide standards as appropriate and in accordance with the IG Toolkit.
6. To work with the Director and HIS representatives to establish effective IM&T disaster recovery and Business Continuity Plans.
7. To deliver agreed arrangements with local authorities for access and sharing protocols where clinical activities are delivered across these boundaries.
8. Plan and develop a strategy for the storage of sensitive personal information to include Health Records, X-Rays, HR Records, Pay and Pension Records, and other records with due regard to CfH and the Data Protection Act and associated legislative requirements.
9. To work with the Head of Information to ensure a programme is in place to improve data quality standards in the Trust, and monitor and report progress to the relevant forum.
10. To work with the Director to manage Information Governance projects and programmes, and publish up to date Information Governance and Security related Trust policies which meet statutory requirements and NHS standards.
11. To work with Trust staff to ensure breaches in Information Governance including SUIs are reported, investigated and resolved in a professional manner and those that require reporting to DH, ICO, and the SHA are done so in a timely manner
12. To work with other IG colleagues in other NHS Trusts and other external organisations with the Kent & Medway HIS to ensure a consistent approach to IG throughout the region
13. To develop and maintain IG Risk Register and ensure that all IG risks are alerted to the Trust Senior Information Risk Owner.

Information Governance Management

14. To chair and administer the Information Governance Steering Committee for the Director ensuring all performance management targets are consistently achieved.
15. To monitor all Information Governance returns, including the IG Toolkit to the Department of Health, Strategic Health Authority, and NWCS for compliance with statutory requirements, ensuring they are submitted by the appropriate deadline.
16. To provide specialist advice and guidance on cross-organizational information security initiatives.
17. To provide specialist advice for assessing the adequacy and co-ordinating the implementation of specific controls for new systems, products or services;
18. To undertake or manage investigations and report on information security incidents to Trust senior staff, to involve Kent & Medway Health Informatics Service, Counter Fraud, Strategic Health Authority and other organisations as necessary.

Information Governance Training

19. To implement and maintain an Information Governance training framework for all staff that ensures all staff receive the relevant training according to the job role. Ensure this framework is linked to the Knowledge and Skills Framework (KSF).
20. To implement a monitoring system that tracks the IG training received by all staff to ensure a programme of continuous improvement can be established and maintained.

Information Security

21. To provide a leadership role in developing the Trust's approach to Information security.
22. To coordinate specialist advice on information security from internal and external advisors and coordinate this throughout the organisation in accordance with BS17799 controls.
23. To develop and maintain an Information Security Management System (ISMS) for the Trust.
24. To manage the creation and maintenance of an Information asset register as an integral part of the ISMS.
25. To establish and maintain a Definitive Software Library (DSL) to track all software licensing for the Trust.
26. To manage the IG Risk Register, reporting to the Operational Risk Management Committee.

27. To assist the Trust to prepare the BS17799 Statement of Applicability.
28. To support staff conducting IG aspects of internal and external audit programmes in respect of Information Governance activities.
29. To work with HIS Head of Operations responsible for Infrastructure to ensure that appropriate security measures (hardware and/or software) are contained within systems and networks for the prevention of unauthorised access from within the Trust and from external sources.
30. To work with the Director on reporting to the IG Committee on progress with implementing the ISMS, and on incidents, issues, security matters and current threats, vulnerabilities and steps taken to mitigate them.
31. To work with the Director to monitor compliance with IG Toolkit.

Freedom of Information (FOI)

32. To ensure the Trust are aware of the latest FOI guidance
33. Ensure all Trust staff are aware of the FOI obligations
34. To facilitate a timely response to any IG related FOI requests.

Data Protection

35. To provide advice and guidance on all aspects of Data Protection to the Trust ensuring all staff are aware of their responsibilities.
36. To fulfil the role of the Trust's Data Protection Officer.
37. To ensure all Trust systems and Information sources are registered with the Office of the Information Commissioner
38. Ensure the Trust has a robust framework of policies and procedures in place to ensure information is stored and shared according to Data Protection principles.

ICT Risk Management

39. Develop and implement the ICT Risk Management Strategy
40. Ensure that all ICT risks and incidents are managed and tracked to conclusion utilising the Datix Risk Management system.
41. Ensure all ICT staff including the Health Informatics Service (HIS) staff supporting the Trust are fully trained in ICT Risk Management policies and procedures.
42. Ensure all ICT Risk Management reporting requirements are achieved.
43. Represent ICT at all appropriate Risk Management meetings.

Documentation

44. Ensure all systems, both electronic and manual, are fully documented in terms of policies and procedures.
45. Maintain the ICT content in the Policies and Procedures section of the Trust Intranet.

General

46. To assist the Director in providing monthly management and board reports incorporating Key Performance Indicators as required.
47. Develop and maintain effective communication with staff, colleagues and external contacts at all levels
48. Develop and maintain collaborative relationships with other health and related organisations within the area and take part in joint ventures as appropriate to provide the most effective support for delivery of patient care within the community.
49. To deputise for the Director when required.
50. To undertake other related duties as required commensurate with the grade of the post.
51. As a senior manager, the post holder will be expected to be flexible in his/her working hours and may be required to work additional hours outside the normal working day where user requirements or emergencies so require.

Physical Effort:

- A combination of sitting, standing and walking with little requirement for physical effort.

Mental Effort:

- There is a frequent requirement for prolonged concentration where the work pattern is unpredictable with competing demands.

Emotional Effort

- Deals with staff performance and disciplinary matters. Deals with conflict between suppliers and customers. Also the handling of very sensitive information and reports to outside organisations such as the Nursing and Midwifery Council and the General Medical Council.
- The role requires the involvement in the investigation of potentially serious incidents that may include illegal use of the Internet.

Working Conditions

- ~~Travel between Trust sites and across Kent and Medway and other areas to customer and contractor organisations.~~

Job Title Head of Information Governance & ICT Risk Mgmt
Local Job Reference 7353
Score 552
Band 8a
Status Matched
Matched to Clinical Governance Practitioner (Higher Level)
Job Details

Relevant Job Information	National Profile	Profile	Factor Status	JE Score
1. Communication & Relationship Skills Providing, receiving and analysing complex, sensitive and sometimes highly contentious information. Communicating with staff across the organisation on Information Governance standards and issues, providing specialist expert advice to the Caldicott Guardian.	5(b) 5(c)	5	Matched	45
2. Knowledge, Training & Experience Relevant Masters Degree in related specialist area plus equivalent proven practical experience Panel notes: consistency panel agrees	7	7	Matched	196
3. Analytical & Judgemental Skills In dept and comprehensive knowledge and understanding of Information Governance issues in a large, complex and diverse operating environment.	4 - 5	4	Matched	42
4. Planning & Organisational Skills Plan and develop a strategy for the storage of sensitive personal information. Managing Information Governance projects and programmes which meet statutory requirements and NHS standards.	4 - 5	4	Matched	42
5. Physical Skills keyboard skills	2 - 3(a)	2	Matched	15
6. Responsibility for Patient/ Client Care To work with Trust staff to ensure SUIs are reported, investigated and resolved in a professional manner, including reporting to DH, ICO and SHA. Develop and maintain collaborative relationships with other health and related organisations within the area.	6 (c)	6	Matched	39
7. Responsibility for Policy/ Service Development Ensure the Trust has a robust framework of policies and procedures in place to ensure information is stored and shared according to Data Protection principles. Maintain the ICT content in the Policies and Procedures section of the Trust Intranet.	3 - 4	3	Matched	21
8. Responsibility for Financial & Physical Resources Management and control of budgets. To manage the creation	3(a) (d) - 4(a)	3	Matched	21

and maintenance of an Information asset register as an integral part of the ISMS.

9. Responsibility for Human Resources Managing a team dealing with staff performance and disciplinary matters. Developing and delivering appropriate formal training and presentations to groups of Trust staff.	4(a)	4	Matched	32
10. Responsibility for Information Resources To develop and maintain an information security management system for the Trust	2-3bc	3	Matched	16
11. Responsibility for Research & Development Support staff conducting IG aspects of internal and external audit programmes in respect of Information Governance activities. Panel notes: consistency panel agrees	2(a)	1	Variation	5
12. Freedom to Act To advise on access to and management of records and Freedom of Information requests with regard to ICT; providing, receiving and analysing complex, sensitive and sometimes highly contentious information. Panel notes: consistency panel agrees	4-5	5	Matched	45
13. Physical Effort Light physical effort	1	1	Matched	3
14. Mental Effort There is a frequent requirement for prolonged concentration where the work pattern is unpredictable with competing demands	3(a)	3	Matched	12
15. Emotional Effort Deals with conflict between suppliers and customers. Handles sensitive information and reports to outside organisations such as the Nursing and Midwifery Council and General Medical Council. Role requires involvement in investigation of potentially serious incidents that may include illegal use of the internet. Panel notes: consistency panel agrees	3(a)	2	Variation	11
16. Working Conditions Frequent requirement to travel across site.	2(a)- 3(a)\b)	2	Matched	7