

Ref: FOI/GS/ID 4253

Please reply to:
FOI Administrator
Trust Management
Service Centre
Maidstone Hospital
Hermitage Lane
Maidstone
Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

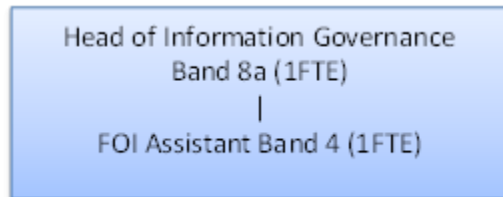
21 September 2017

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 (IG) Department.

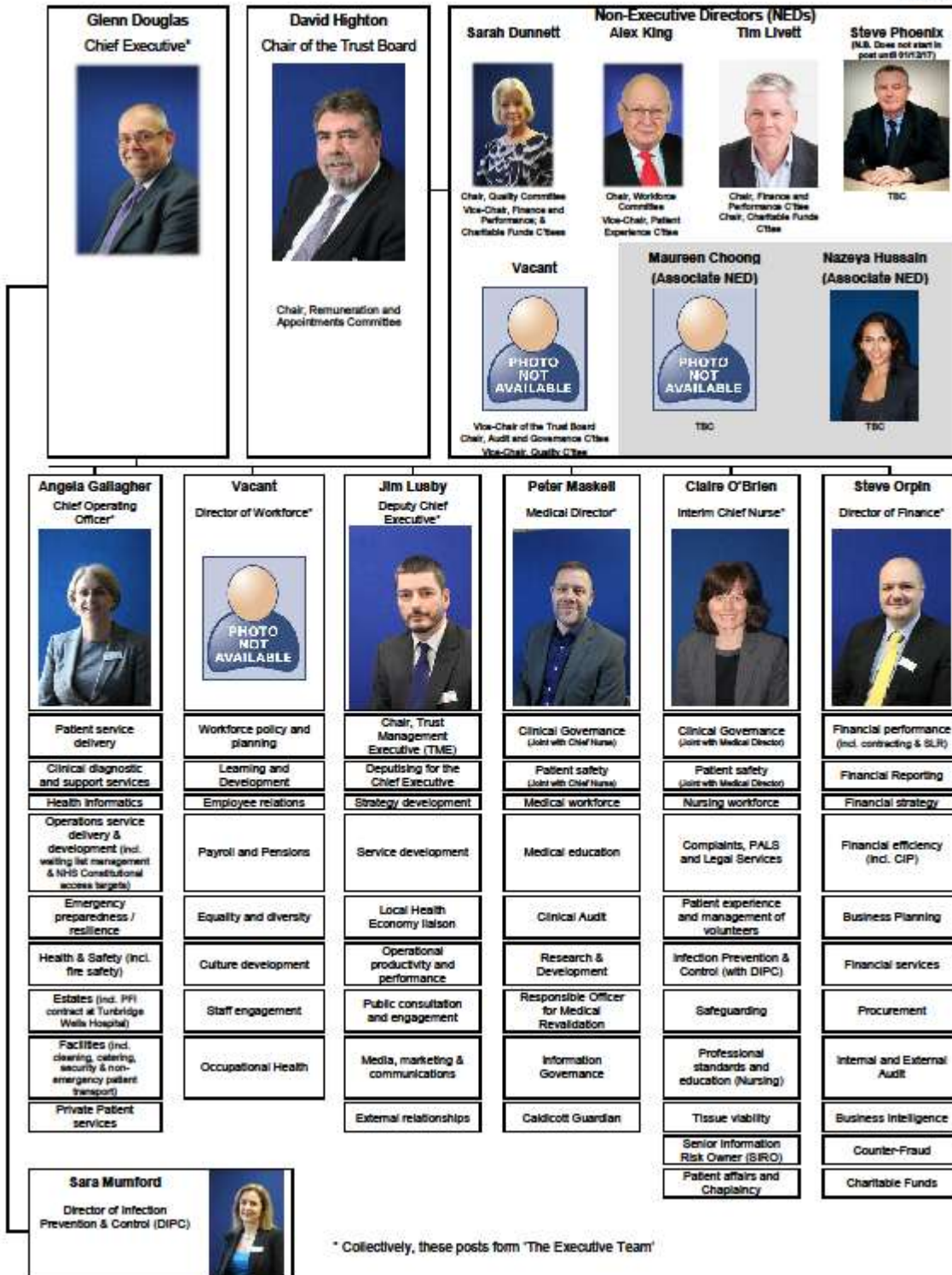
- 1. How many posts does the Trust have within its Information Governance (IG) department, including vacancies? Please include headcount and WTE.*
- 2. Please list the job titles, including their AfC bands.*
- 3. Please provide a copy of your IG structure chart, to show its position within the organisation and reporting lines.*
- 4. Please provide copies of the most recent job description/person specification for each role within the IG structure.*
- 5. If not included in the above, please also provide the JD/person spec for your Data Protection Officer.*
- 6. Please provide high-level details of the responsibilities of your IG department – these may include, but are not limited to the following examples:*
 - ☐ Handling subject access requests*
 - ☐ Handling Freedom of Information requests*
 - ☐ IG Toolkit*
 - ☐ Delivering IG training*
 - ☐ Providing advice and guidance*
 - ☐ Registration Authority (Smartcards)*
 - ☐ Cyber/IT security*
 - ☐ Incident/breach management*
- 7. If not your IG department, which department deals with processing FOI requests?*
- 8. Have you created any new roles in response to GDPR, or is this work being absorbed into current job roles?*
- 9. If the Trust does not have an Information Governance department, please advise which roles within the Trust fulfil the responsibilities set out in Q6.*

1. & 2.



3. Please see the following table showing the Executive Portfolio.

Directors and their portfolios



For queries, contact Kevin Rowan, Trust Secretary, x28698

Directors portfolios v20 (August 2017)

4.

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 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 Acts.
- 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.

Head of Information Governance
Maidstone and Tunbridge Wells NHS Trust
Person Specification

AREA	ESSENTIAL	DESIRABLE
Qualifications	<p>Relevant degree plus equivalent proven practical experience, equating to a minimum of 5 years in a senior Information Governance position with responsibility for ensuring corporate compliance to all relevant Information Governance standards including the Data Protection Act, ISO17799, Freedom of Information Act.</p>	<p>Masters degree in related specialist area.</p> <p>ISO 17799 accredited.</p> <p>Foundation Certificate in Service Management (ITIL Green Badge).</p> <p>PRINCE2 Foundation Certificate.</p>
Experience	<p>In depth and comprehensive knowledge and understanding of Information Governance issues in a large, complex and diverse operating environment.</p> <p>Strong organisational and change management experience.</p> <p>Knowledge and experience of leading the IG function across a large organisation such as a large Acute Hospitals Trust.</p> <p>Knowledge and experience of preparing Business cases and IG strategies for both medium and long term that support corporate objectives.</p> <p>Knowledge and experience of leading the ICT Risk Management function across a large organisation such as a large Acute Hospitals Trust</p> <p>Proven ability to work with and lead a team, demonstrating initiative, good customer service skills and working to timescales with a flexible approach.</p> <p>Managing client relationships at all levels.</p> <p>Managing external relationships such as Social Services and Police.</p> <p>Experience of large-scale procurements.</p> <p>Management and control of budgets.</p> <p>Demonstrable knowledge and experience of Business Continuity Planning and testing.</p> <p>Extensive experience of writing policies and procedures.</p> <p>Experience of Records Management</p>	<p>Experience of managing change in a fast moving environment.</p> <p>Experience of designing and implementing a fully documented Information Security Management System.</p> <p>Experience of working and engaging with clinical staff and other professional users.</p>

	systems.	
Knowledge	<p>Educated to Masters Level</p> <p>Detailed and extensive knowledge and understanding of all relevant IG related standards such as Data Protection Act, Freedom of Information Act, and ISO17799.</p> <p>Good understanding of the requirements for a comprehensive Information Management Security System.</p> <p>Good working knowledge of Business Continuity Planning and implementation processes and procedures.</p> <p>Good working knowledge of Microsoft Office products.</p> <p>Good working knowledge of Risk Management methodologies.</p>	<p>Detailed and extensive knowledge of the NHS IG Toolkit and Statement of Compliance.</p> <p>Knowledge of the Connecting for Health programme and its related IG issues.</p> <p>Knowledge of a Risk Management methodology such as CRAMM.</p>

Skills	<p>Expert in Information Governance legislation and standards.</p> <p>Proven ability to deliver pragmatic and effective solutions despite obstacles.</p> <p>Flexible approach to problem solving.</p> <p>Ability to manage Serious Untoward Incidents for the Trust and manage outcome.</p> <p>Ability to communicate effectively in writing, face to face and over the telephone with a wide ranging audience including Board Directors, clinicians, technicians, managers and administrators</p> <p>Ability to explain complex technical issues without using jargon.</p> <p>Ability to plan, prioritise and delegate effectively.</p> <p>Effective and confident public speaking and ability to prepare presentation material and deliver presentations.</p> <p>Strategic thinker with the ability to translate strategy into operational systems.</p> <p>Effective prioritisation skills including the ability to juggle multiple tasks and conflicting priorities and work under pressure to tight timescales.</p> <p>Good negotiation and persuasion skills with particular ability to gain buy in from peers without direct authority.</p> <p>An organised and methodical approach and attention to detail.</p> <p>Ability to deal with a full range of staff management activities including recruitment, training, mentoring, appraisals, conflict resolution, disciplinary proceedings etc</p>	
Attributes	<p>Customer oriented, confident, reliable, and approachable.</p> <p>A self motivated team player.</p> <p>Flexible and versatile with a pragmatic approach to finding solutions to a whole variety of problems.</p> <p>Patient and diplomatic.</p> <p>Ability to think widely and challenge existing or traditional ways of working.</p>	

	<p>Enthusiastic, determined and energetic.</p> <p>Prepared to ask for and give help when needed.</p> <p>Willing and able to pass knowledge on and train other team members.</p> <p>A natural leader.</p> <p>Ability to remain calm under pressure.</p> <p>Willingness to take responsibility and do what is needed to get the job done.</p> <p>Completer/Finisher.</p> <p>A good listener with the ability to coach, coax, mentor and persuade all types of staff, colleagues and customer at all levels of seniority.</p> <p>Ability to lead serious security incidents</p>	
Additional requirements	<p>Considerable travel across Kent and Medway and other areas and the post holder must provide his or her own suitable transport, insured for business use</p> <p>Full current UK driving licence</p> <p>Flexibility in working hours/requirement to work additional hours from time to time</p>	

Job Description

Job Title: Freedom of Information (FOI) Assistant

Band: 4

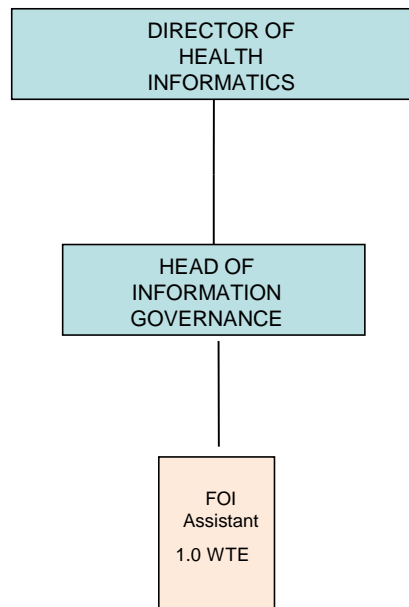
Directorate: Health Informatics

Site: Maidstone Hospital with occasional working at Tunbridge Wells Hospital

Hours: 37.5 hours per week (1.0 WTE)

Reports to: Head of Information Governance

Accountable to: Director of Health Informatics



Job Summary:

To be responsible for the day-to-day administration of the FOI processes in line with the Freedom of Information Act 2000 and Trust policies and procedures, ensuring that a clear record is maintained of requests for access and the outcomes with detail of the decisions reached.

Co-ordinate the receiving, processing and fulfilment of requests for information made under the FOI act.

Provide administrative and secretarial support to the Director of Health Informatics.

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: None.

Key Result Areas:

- Ensure efficient, timely responses to FOI requests
- Provide efficient and effective secretarial support to the Director of Health Informatics, including diary and meetings management.

Accountability

- With guidance, monitor the validity of requests under the Freedom of Information act
- With guidance, monitor, assess and improve processes pertinent to the receipt and delivery of FOI requests and responses

Communication and Relationship

- Build good working relationship with nominated staff responsible for providing FOI responses
- Liaise with other administrators across the Local Health Authority on all aspects of requests being dealt with.
- Responsible for ensuring all requests are allocated to appropriate officers and any outstanding requests are followed up, to ensure a timely response is given.
- Respond to routine FOI enquiries from colleagues within the Trust and from external agencies, taking appropriate action.
- To receive telephone enquiries from public, patients, staff and media with tact and discretion, recognising that some of the issues will be of a contentious and complex nature.
- To have the necessary persuasive skills to secure agreement and co-operation to ensure deadlines can be met.

Analytical and Judgement

- Maintain a detailed record keeping system (FOI Database) for the recording, processing and fulfilment of requests for information made under FOI.
- Exercise judgement on how best to present information for external consumption in order to reduce the potential for reputational damage.
- Produce statistical information to the Head of Information Governance with regard to requests received and performance of fulfilment of enquiries.
- Undertake analysis of, and triangulation of, data from numerous sources to ensure consistency and when necessary escalate issues
- 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 and secretarial support for the Director of Health Informatics, such as organising meetings, distribution of information prior to meetings, taking and transcribing of minutes and arranging distribution of minutes.
- Attend meetings as and when requested on behalf of the Head of Information Governance.

Responsibility for Patient/Client Care

- Incidental contact with patients. Provides information relating to requests for information.

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 their own role or own work area.
- Responsible for the development and maintenance of the Trust Publication Scheme, liaising with departments, directorates and corporate functions to ensure that content is appropriate and up to date.
- Propose changes to working practices in relation to Freedom of Information Act requests to reflect legislative changes and organisational developments.

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 undertake audits as necessary to own work
- Undertake satisfaction surveys in relation to the Trust response to Freedom of Information Act requests.

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

- Occasional requirement for concentration where the work pattern is unpredictable and there are frequent interruptions.
- 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.

General - Undertake any additional duties commensurate with the post.

Job Description Agreement:

Signature of post holder: _____ Date: _____

Name: _____

Signature of Manager: _____ Date: _____

Name: _____

Statement:

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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.
15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

Maidstone and Tunbridge Wells NHS Trust

Title of Post Person Specification

AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> Educated to 'A' level/equivalent NVQ or 3 years' previous NHS experience. 	<ul style="list-style-type: none"> FOI Training in an NHS context
Experience/ Knowledge	<ul style="list-style-type: none"> 4 years previous experience in an administrative/customer support type role Previous experience providing and analysing simple statistical reports Knowledge of office administration gained through relevant practical experience Good computer skills, including proficiency in MS Office, specifically Microsoft Word and Excel Demonstrable working knowledge of the Freedom of Information Act 2000 Demonstrable understanding of Information Governance Interest/understanding of NHS and healthcare. 	<ul style="list-style-type: none"> Previous experience working with FOI requests Working knowledge of healthcare services Previous experience of working in an NHS environment Good understanding of Information Governance within an NHS context
Skills	<ul style="list-style-type: none"> Efficient and defined organisational skills Good communication skills, verbal and written. Fast, accurate keyboard skills. Able to use own initiative and to prioritise, Good telephone manner. Able to deal with people sensitively. Ability to work under pressure without constant supervision and to remain calm. Able to work effectively as part of a team. 	

Attributes	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

5. See above

6. See above

7. Not applicable

8. Being absorbed into current job roles.

9. Not applicable