

Job Description

<b>JOB TITLE:</b>	<b>Information Governance and Records Management Access Lead</b>
<b>ACCOUNTABLE TO:</b>	<b>Deputy Head of Information Governance and Records Management</b>
<b>HOURS:</b>	<b>37.5</b>
<b>DATE:</b>	<b>May 2021</b>
<b>AFC Band:</b>	<b>5</b>

[www.kmpt.nhs.uk](http://www.kmpt.nhs.uk)

**JOB PURPOSE:**

The Information Governance and Records Management Access Lead will be responsible for the management and performance of the Information Governance and Records Management Co-ordinators/Information Governance and Records Management Officers to ensure an effective service is delivered across the Trust.

They will provide support to the Deputy Head of Information Governance and Records Management across a varied and wide range of Information Governance compliance functions in relation to confidentiality, access to information, information sharing and information security. The post holder will be responsible for measuring levels of service quality, providing full administrative and clerical support to the Deputy Head of Information Governance and Records Management, and will lead on complex or highly sensitive requests for information as well as supporting the Deputy Head of Information Governance and Records Management in administering the role of Privacy Officer.

**KEY RESULT AREAS:**

The post requires a person with proven administrative expertise within an Information Governance and Records Management environment. Due to the nature of the role, the individual must be able to communicate with tact, understanding and discretion across all levels of staff and with members of the public. The individual must be able to support and guide colleagues in managing requirements of the Information Governance framework and national record retention guidance whilst maintaining the ability to influence and negotiate with other staff across the Trust managing competing priorities in demanding circumstances.

The individual must be able to make sensible decisions that support delivery of agreed aims and objectives, being aware of when it is appropriate to lead on, and when to escalate, particular issues. They must have excellent management skills to work within a Team environment and be confident in providing accurate and appropriate advice and guidance based on legislative and best practice requirements.

**RESPONSIBILITY:**

To manage day to day activities of the Information Governance and Records Management Co-ordinators/  
Information Governance and Records Management Officers  
Attendance and representation of Trust at meetings, and forums, relating to Information Governance and Records Management both internal and external to the organisation  
Analysis and measurement of service quality, providing recommendations and considerations for improvement  
To work within and review internal procedures and Trust-wide policies as required  
To implement policy and procedural changes relevant to own role.

**ENVIRONMENT:**

Office based role with frequent sitting for long periods of time at VDU.  
Occasional lifting of documents, stationery and/or equipment.  
Travel across Kent will be required to provide some services.

**KNOWLEDGE TRAINING AND EXPERIENCE:**

Knowledge of Information Governance and Records Management legislation and best practice.  
Experience of managing and working in a team environment.  
Understanding of the importance of Information Governance and Records Management on the broader corporate reputation of the organisation.

Understanding and appreciation of Healthcare services, ideally in the NHS.

Ability to work on own initiative and as a member of a Team.

Experience of working in a complex and demanding role, requiring good time management and prioritisation of workload.

Intermediate knowledge of IT systems and software programmes such as Outlook, Word, Excel, PowerPoint, Access and Visio.

Effective communication skills, both written and verbal

Experience of undertaking evaluations and reporting findings

Experience of producing written reports

#### **JOB SUMMARY:**

The Information Governance and Records Management Access Lead is an essential part of the Information Governance and Records Management Department and supports the Deputy Head of Information Governance and Records Management in delivering a high quality service to all customers and stakeholders.

- To receive and investigate all complaints received into the department in accordance with the relevant legislation and local department procedures
- To provide line management for the Information Governance and Records Management Co-ordinators / Information Governance and Records Management Officers
- To be involved in the recruitment, discipline and appraisal of directly managed staff
- Provide an administrative and investigation function for the amendment and/or annotation of health records liaising with patients and clinical staff to ensure accuracy of records held under the guidance and supervision of the Deputy Head of Information Governance and Records Management
- To take responsibility for ensuring appropriate levels of equipment are maintained across all hubs within the department, including the maintenance and ordering of stationary and encrypted hardware
- Undertake service evaluations to measure compliance against various legislation and framework requirements and provide feedback from these in the form of reports and evaluations
- Oversee the administration of relevant Information Governance and Records Management registers, including subject access requests and Freedom of Information disclosure log
- To take responsibility for completing reports relating to departmental performance, including but not limited to monthly and annual reporting of statistics and DSPT toolkit compliance
- Provide an Information Governance and Records Management Support telephone helpline to all staff and stakeholders
- Assist the Deputy Head of Information Governance and Records Management in review and analysis of legislation governing health records, sometimes relating to complex facts and situations and provide easy to understand advice and guidance on interpretation to staff and stakeholders
- Assist the Deputy Head of Information Governance and Records Management in Implementing agreed local variations to local procedures ensuring adherence to Information Governance and Records Management legislation, best practice and National policies;
- Maintain accurate records of all administrative tasks undertaken, recording on established records management systems, preserving confidentiality of information at all times;
- To collate evidence to support the Trusts submission of the Data Security Protection Toolkit Information Governance Toolkit on an annual basis

This job summary reflects the principal duties of the post but is not an exhaustive list of all tasks. The post holder will be required to undertake additional duties indicative to the Band as required by their Line Manager and in line with local Departmental procedures.

**COMMUNICATIONS AND WORKING RELATIONSHIPS:**

Executive Directors  
KMPT Managers and Staff  
KMPT Communications Team  
External Partnership Agencies  
Members of the Public  
Third Party Organisations  
Other NHS Trusts/Healthcare Providers  
Agency and Seconded Staff  
Press/Media  
Information Commissioners Office

**STANDARDS OF BUSINESS CONDUCT:**

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

**HEALTH AND SAFETY:**

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

**PERFORMANCE REVIEW:**

This job description will be used as a basis for individual performance review between the post holder and the Manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

**CONTINUOUS IMPROVEMENT:**

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

### **THE TRUST'S MISSION STATEMENT:**

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

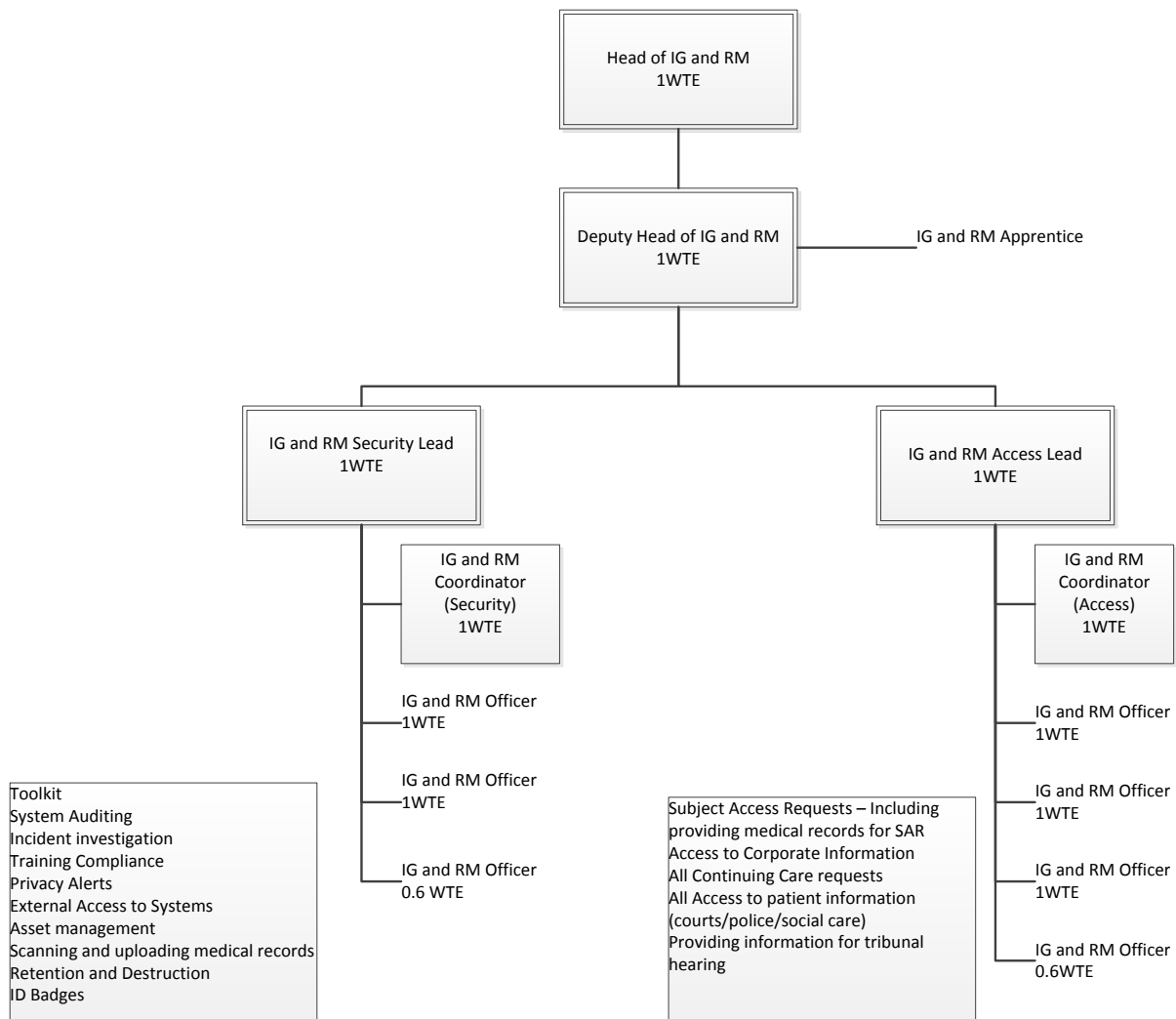
### **STATEMENT OF THE TRUST'S AIMS AND VALUES:**

- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.
- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

### **CONFIDENTIALITY:**

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

### **ORGANISATION CHART**



**PERSON SPECIFICATION**

<b>Education and Qualifications</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Information Governance qualification such as the ISEB in Data Protection and/or Freedom of Information or equivalent work experience</li> <li>• NVQ Level IV in Administration or equivalent work experience</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level</li> </ul>
<b>Skills and Abilities</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Good interpersonal and communication skills both verbal and written</li> <li>• Ability to manage staff and allocate resources to meet objectives and deadlines</li> <li>• Ability to form excellent working relationships and influence others in order to deliver results</li> <li>• Highly developed analytical and problem solving skills</li> <li>• Negotiation skills</li> <li>• High level of numeracy and accuracy</li> <li>• Advanced Keyboard skills</li> </ul>	<ul style="list-style-type: none"> <li>• Negotiation and persuasion skills</li> </ul>

<b>Experience</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Proven administrative ability and organisational skills, preferable acquired in a health setting</li> <li>• Experience of working within an Information Governance focused role</li> <li>• Ability to train and develop directly managed staff</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with specialist information systems</li> </ul>
<b>Knowledge</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Advanced level of computer literacy including Microsoft Office</li> <li>• Knowledge and understanding of legislation and best practice requirements of Information Governance including Caldicott, Confidentiality, Data Protection and Freedom of Information</li> <li>• Advanced knowledge of NHS protocols and standards for Information Governance</li> <li>• Understanding information security principles including ISO27001</li> <li>• Good understanding of NHS records management</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the application of exemptions under the Freedom of Information Act</li> <li>• Understanding of NHS Data standards</li> </ul>
<b>Personal Qualities</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Organised approach</li> <li>• Able to work under pressure to meet deadlines</li> <li>• Ability to work flexibly and be able to adapt</li> <li>• Self-motivated and pro-active team player with excellent interpersonal skills</li> <li>• Flexible and adaptable</li> <li>• Good attention to detail</li> <li>• Facilitative and enabling change</li> <li>• Commitment to NHS values</li> </ul>	<ul style="list-style-type: none"> <li>• Full driving licence and access to a car</li> </ul>

**JOB DESCRIPTION AGREEMENT:**

**Job Holder's Signature:**

**Date:**

**Manager's Signature:**

**Date:**