# NHS FORTH VALLEY



# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Information Governance Administrator**

**Responsible to: Head of Information Governance**

**Department(s): Information Governance**

**Job Reference: BN-AC-22-08**

**2. JOB PURPOSE**

To provide comprehensive secretarial administrative support within the Information Governance Unit and facilitate the efficient delivery of services provided.

**3. KEY DUTIES**

Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers.

**Responsibilities**

* **Policy and Service**

**There is a responsibility to:**

* Support the Head of Information Governance in all aspects of secretarial administrative duties.
* Ensure that the Head of Information Governance’s diary is kept up to date and ensure that any necessary paperwork for meetings etc is available.
* Provide support and maintain a high quality secretarial and administrative service to the Information Governance Unit.
* The post holder will be the main contact point for the Information Governance Unit dealing with telephone calls and resolving problems.
* Assist in managing the Information Governance email boxes, responding where appropriate and directing/prioritising to assist in efficient service delivery.
* Deal with telephone and face to face enquiries from staff and external partners: providing information, directing and prioritising queries as appropriate to ensure efficienct and effective service delivery
* In conjunction with Support Officers maintain specific, accurate filing system (computerised and paper) for the following activities, including publishing to Intranet as appropriate:
* Freedom of Information requests and response documentation
* Data Protection documentation
* Caldicott documentation
* Information Governance Policies and Procedures
* Information Asset Register documentation
* Collate and file appropriately, the information received in response to Freedom of Information and Data Protection Requests
* Assist in the purchasing of a wide range of equipment for the department, occasionally as a matter of urgency. Knowledge of procurement protocols is essential.
* Process study leave/training requests for the Information Governance Unit and recording on database and keeping the Head of Information Governance fully appraised
* Carry out general office duties i.e. filing, photocopying etc.
* On occasion cross site working may be required.

**Skills**

* **Physical**
* Prolonged use of computer and printer equipment on a daily basis – in excess of 5-6hrs per day (this takes into account statutory breaks and recommendations for VDU users).
* Moving bulky or heavy delivery boxes of stationary etc.
* Cross-site travel undertaken on an adhoc basis .
* Working in an open plan office.
* **Communication**

**There is a requirement to:**

* Must be able to demonstrate strong communication skills with the ability to convey information to others in a straightforward and unambiguous way verbally, by telephone, email and in person.
* Communicate sensitive and confidential information ensuring that confidentiality, tact and diplomacy is maintained at all times.
* Discretion is essential when receiving complex, sensitive, contentious or personal information.
* The Information Governance Administrator will communicate with the support teams, senior staff, Medical staff, Clerical /secretarial staff, other external agencies including Police Scotland, Health and Social Care partners and the general public.
* **Planning and Organising**
* High degree of accuracy and ability to organise own day-to-day work tasks or activities.
* Work is not directly supervised however advice is available from more senior staff in the department at all times. Required to act independently within appropriate occupational processes and procedures, deciding when it is necessary to refer or consult more senior staff.
* In the event of staff being absent at short notice, the post-holder must ensure that relevant diary commitments are cancelled and/or rescheduled; and urgent communications are dealt with.

**Effort and Environment**

* **Physical**

**There is a requirement to:**

* High degree of touch typing (both audio and copy) ensuring a high degree of speed and accuracy using Display Screen Equipment (DSE).
* Working in an open office environment with long periods working in restricted position at desk.
* Physical demands also involve retrieval and filing of reference files and records.
* Occasional moving bulky or heavy delivery boxes of leaflets, booklets, equipment etc.
* **Mental**
* High degree of accuracy and prolonged concentration is essential to allow the multi task, various duties to be carried out efficiently.
* The postholder is expected to respond to unpredictable work demands including frequent interruptions which can lead to a change of immediate priority whilst still being expected to complete tasks within given timescales.
* Requirement for periods of concentration in relation to checking information and responding to general queries from staff and members of the public.
* To deliver the full remit of the role, the postholder is required to have proficient organisation, communication and IT skills, which include speed and accuracy.
* Work pattern unpredictable due to the nature of the work. Calls interrupt and often necessitate a change of task. This occurs throughout the day and is a regular feature of the work.
* May be exposed to sensitive emotional information and material of a possibly distressing nature.

* **Working Conditions**

# Mainly office based with the requirement for the post holder to travel regularly within NHS Forth Valley.

# Frequent prolonged use of computer and printer equipment on a daily basis. (this takes into account statutory breaks and recommendations for VDU users).

* Ensuring that collated information is received and ready for issue within relevant timescales.

# Electronic systems including, but not limited to, such as Microsoft Word, Visio, Outlook, Excel, PowerPoint, Teams, Safeguard, Learn Pro, Turas, Pentana and other electronic systems relevant to the location.

**4. FREEDOM TO ACT WITHIN THE JOB**

* This post operates with a level of autonomy.
* The post holder is responsible to the Head of Information Governance for professional management, work review and formal appraisal of performance.
* The post holder will be supervised on a day-to-day basis by the Head of Information Governance.
* The post holder is expected to prioritise their workload while striking a balance between often competing and/or conflicting priorities and exercise their initiative and judgement in making decisions.
* Performance against objectives will be managed consistent with NHS Forth Valley arrangements for Performance Management. This will involve structured meetings with the Head of Information Governance to review the performance against agreed objectives and the post holder’s personal development planning.

**5. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

1. **Education**

* Educated to minimum of Standard Grade Level.
* Recognised qualification in Business Administration or 2 years’ experience in an Administrative position.
* Good keyboard skills with a high degree of accuracy.
* ECDL / IT based qualification.
* Excellent communication skills.
* Ability to work under pressure.

1. **Skills and Knowledge**

* High level of communication skills – oral and written.
* Ability to multi-task – listening to communications and typing simultaneously (audio-typing).
* Organise and prioritise workload.
* IT skills / competence.
* Knowledge of NHS.

1. **Personal Qualities and Attributes**

* Good time management skills with the ability to prioritise work to maintain quality service.
* Able to deal with unpredictable workload and prioritise work to meet deadlines.
* Excellent communicator with effective interpersonal communication and time management skills.
* Customer oriented approach to work.
* Expertise in the use of computer applications, in particular, the use of word processing, spreadsheets, PowerPoint and database packages with minute and note taking skills.
* Flexible approach to work.
* Ability to adapt and learn quickly in a pressured environment and deal with situations of a sensitive nature.
* Evidence of Continuing Personal Development.
* Ability to travel and hold a full driving license.

**6. DEPARTMENT ORGANISATION CHART**

Medical Director/ Caldicott Guardian

Medical Director/Caldicott Guardian

Cyber & Information Security Manager

Head of Information Governance (DPO)

Information Asset Administrator

Cyber & Information Security Analyst x2

Cyber & Information Security Technician

Data Protection Advisor

**This post**

Data Protection Manager

Freedom of Information Manager

Records Management Co-ordinator

Corporate Records Manager

IG Project Manager

**Information Governance Administrator**

**This post**

Data Protection Support Officer (x2)