

**Head of
Information
Governance/Data
Protection Officer**

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Welcome from Laura Skaife-Knight, Chief Executive

Thank you for your interest in this exciting position.

Orkney is a really great place to live and work. The relationship with our local community here is truly a special one, and like none I have experienced in my career to date.



I recognise moving to Orkney is a very big decision. If it's a move you are considering, like me, you will no doubt have a lot of questions going through your mind about what it's really like to help you to make the right decision for you.

We have tried to answer some of these questions, provide details about NHS Orkney and share some helpful information about living and working here to assist you as you do your research. I hope that you find this pack useful, and it helps you come to the conclusion that you should apply to work with us.

At NHS Orkney, we are absolutely committed to the delivery of high-quality, safe, and effective care for all that need us. We are proud to employ over 750 staff across our community, primary and secondary care services. We call this team, Team Orkney, recognising we are one team, all pulling in the same direction.

NHS Orkney is on an exciting journey of improvement, with a strong focus on doing all we can to deliver the best possible care and services to our patients and local community, with a real focus on providing care in Orkney and ideally in people's own home. The pace of change will continue to accelerate driven by our committed staff who are keen to adopt new and innovative ways of working without losing what is special to working in Orkney, our wonderful community and community spirit.

I am passionate about leading with kindness and working in an open, honest and transparent way that supports staff to innovate, be bold and be brave knowing that not everything we do turns out as we intended. I want us to have a listening and learning culture here, where staff feel supported, valued and looked after. It is important that we consistently listen to and act on patient and staff feedback so that we can learn and continuously improve what we do.

NHS Orkney has a clear set of values and these drive all we do:

- Care and Compassion Dignity
- Respect
- Quality and Teamwork
- Openness, Honesty and Responsibility.

The final thing I would like to say to any prospective applicant is that Orkney occupies an enviable location at the north of Scotland with breath taking beaches, hills, and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, and with an open and vibrant community, it is the perfect location to call home within a safe and welcoming community.

This, along with Orkney's direct flight connections to other major cities in Scotland and now further afield including London, means the area can offer staff so many rewarding opportunities for those in pursuit of finding the right work-life balance. If you'd like to discuss any opportunity, please get in touch with us and we'd be pleased to discuss further.

We recognise you will have many questions for us to help you to reach the right decision about your future. For me, choosing NHS Orkney was the best decision I ever made.

Laura Skaife-Knight

Chief Executive

NHS Orkney





Job Advert



Head of Information Governance/Data Protection Officer

Band 8a £58,496 - £63,026 including Distant Islands Allowance pro rata per annum

Full Time 37.5 hours per week

The Balfour

Permanent

Are you looking for a new, exciting challenge with the opportunity to live and work in the recently voted best place to live in the UK?

If so, this could be the opportunity for you. We are looking for a proactive, enthusiastic and motivated individual to manage our Information Governance and Data Protection Team.

The role will provide strategic leadership for Information Governance across NHS Orkney, providing assurance to the NHS Board regarding the performance of NHS Orkney in line with governance and accountability structures.

You will direct and develop Information Governance within the broad national and local framework, which includes the confidentiality and safety of patient and staff information.

You will ensure a transparent approach to Information Governance within NHS Orkney with explicit links to strategy and operational delivery including clarity of reporting and management at all levels within the organisation.

For more information on this post please contact Mark Doyle, Director of Finance by email mark.doyle@nhs.scot

This post is subject to a Disclosure Scotland check.

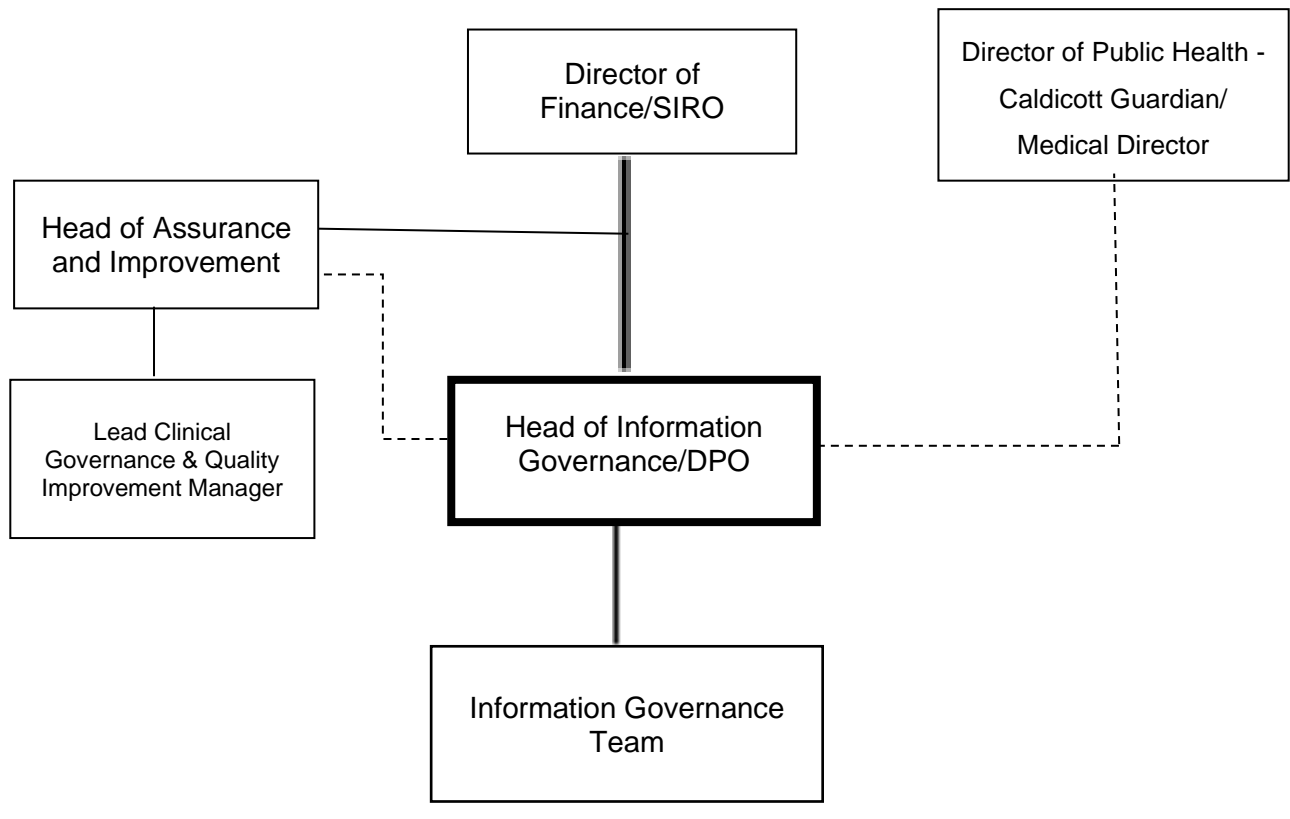
Job Description

1. JOB DETAILS	
JOB TITLE	Head of Information Governance/Data Protection Officer
SERVICE	NHS Orkney
DEPARTMENT	Information Governance
GRADE	Band 8A
LOCATION	The Balfour
REPORTING TO	Director of Finance

2. JOB PURPOSE
<ul style="list-style-type: none">• To provide strategic leadership for Information Governance across NHS Orkney, providing assurance to the NHS Board regarding the performance of NHS Orkney in line with governance and accountability structures.• To direct and develop Information Governance within the broad national and local framework, which includes the confidentiality and safety of patient and staff information.• To ensure delivery against the overarching principle embedding Information Governance in the organisation, setting targets and indicators to ensure delivery of consistency in; Data Protection, Caldicott Standards, Information Security, Records Management, Freedom of Information.• To ensure a transparent approach to Information Governance within NHS Orkney with explicit links to strategy and operational delivery including clarity of reporting and management at all levels within the organisation.• To inform and advise NHS Orkney, partners and employees on their data protection and security obligations by fulfilling the duties and responsibilities of Data Protection Officer (DPO) in accordance with requirements of the United Kingdom General Data Protection Regulation (UKGDPR) and Data Protection Act 2018 (DPA 2018).• The DPO is an autonomous independent expert advisor on data protection regulations and practices including information security risks. Data subjects will be able to contact the DPO with regards to issues to the processing of their personal data and the DPO will act as the direct point of contact between NHS Orkney and the UK regulator and the Information Commissioners Office (ICO).• To provide cross organisation training in Information Governance to all NHS Orkney services.

3. DIMENSIONS
NHS Orkney operates one hospital, The Balfour, and a range of community health services throughout Orkney. There are approximately 750 members of staff from all disciplines, with a number of these staff based on the surrounding islands.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Information Governance Department is tasked with ensuring NHS Orkney fulfils and monitors its information governance responsibilities in accordance with data protection legislation, Caldicott Principles and the information governance objectives and standards set by NHS Scotland.

The department also supports the work of the Data Protection Officer with data privacy enquires and complaints, and liaises with the Information Commissioners Office (ICO).

The post holder works directly with the Senior Information Risk Owner (SIRO) and the Director of Public Health - Caldicott Guardian and the Medical Director.

The post holder works closely with all senior staff in the organisation such as General and Clinical Managers and senior members of Human Resources, etc. and operates as a senior member of the NHS Orkney's management team.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

The overarching responsibility of this role is to inform, influence and direct NHS Orkney on all aspects of Information Governance and fulfil the statutory role of Data Protection Officer (DPO) for NHS Orkney. This involves partnership working at senior level.

To develop and implement NHS Orkney's Information Governance Strategy. Implementation is through clear agreed objectives as set out in a work plan that is constantly monitored and evaluated.

To direct the Information Governance improvement framework within NHS Orkney, ensuring that system wide monitoring, assessment and management arrangements are in place throughout the organisation. Specifically champion and support the integration of Information Governance in day to day operational management with the aim of improving Information Governance. Work strategically across the broader context of Information Governance ultimately improving the quality of confidentiality, risk management and the safety of patient information.

To work in partnership with Senior Officials within Partner Agencies and Health to develop where appropriate joint working in Information Governance, through the development and implementation of Information Sharing Protocols. To determine the local need and agreed priorities within the context of Information Governance and Data Sharing.

To personally manage and direct the Information Governance Team and work closely with other departments within NHS Orkney such as eHealth, and Clinical Governance & Risk and their equivalents within Partner Agencies.

To represent NHS Orkney at NHS Scotland national forums (Information Governance, Information Security, Freedom of Information) and as a member of the Public Benefit and Privacy Panel scrutinising national research proposals and system accreditation.

To ensure clear links to the overall NHS Orkney strategic priorities in Information Governance in line with the NHS Scotland Information Governance and Security Policy Frameworks.

To direct and lead the development of corporate Information Governance objectives, integrating corporate objectives and strategic priorities into a framework. To work with Human Resources and Staff Development to ensure that information governance is part of personal development for all staff in NHS Orkney.

To direct the development of the local work/implementation plans liaising with key managerial leads to agree targets and projections, with responsibility to the eHealth and Information Support Group to report on developments and progress in achieving those plans with subsequent reporting to the Audit Committee, a Standing Committee of Orkney NHS Board.

To provide the strategic lead for Information Governance within NHS Orkney ensuring the appropriate strategic direction and implementation of the Information Governance Strategy and direct developments of Information Governance arrangements ensuring system wide review, action planning and reporting arrangements are in place as part of NHS Orkney strategic and operational management assurance to the Audit Committee.

To provide highly specialised advice, guidance and support to local service managers and accountable officers in their management roles, in all aspects of Information Governance and the associated legislation (e.g. Data Protection Act 2018, Common Law Duty of Confidence, Freedom of Information (Scotland) Act 2002).

To lead and manage the Information Governance Team, providing appraisal and management of employee conduct.

To provide a service in investigatory proceedings that involves potential breaches in confidentiality, Data Protection Act 2018 and other information governance incidents.

To be responsible for business case development to secure required increases in the departmental budget and its management thereafter.

To be responsible for the Information Governance budget and any additional project budgets.

7. EQUIPMENT AND MACHINERY

Prolonged use of computer equipment on a daily basis – most days in excess of 5 hours per day (this takes into account statutory breaks and recommendations for VDU users)

Laptop and projector for training purposes (over 6 Kg in weight)

Multi Function Printer-Scanner-Photocopier

Mobile devices (e.g. phones, tablets)

8. SYSTEMS

Office filing systems

Electronic systems

Microsoft Word: letters to staff, patients and solicitors

Excel: data collection and analysis, time sheets, annual leave calculations

PowerPoint: presentations such as staff awareness, induction

DATIX: to investigate and manage data incidents and report IG activity to the organisation:

Adobe Contribute:

Web content development and maintenance of the Information Governance internal and public internet sites.

Access and Excel Databases:

Review databases etc for analysing and reporting on IG activity.

Maintain the NHS Orkney Information Asset Register and Breach Reporting Register both centrally and devolved across the service.

Data Flow Mapping Tool:

Specialist software to create and maintain organisation wide data flow maps to fulfil the “Transparency” principle of the EGDPR and DPA 2018.

Liaising with Senior Officers in eHealth to ensure security of network; major Clinical and non Clinical Systems; Internet and Network Services.

9. ASSIGNMENT AND REVIEW OF WORK

Review of performance in the post is undertaken through the agreement of performance objectives and individual performance appraisal by the Director of Finance/SIRO. Formal appraisal is undertaken on an annual cycle.

Where necessary, the Director of Finance will give authority for the post holder to proceed with matters outwith their delegated authority or immediate roles and function.

The post holder also has a direct professional report to a) the Director of Public Health - Caldicott Guardian and the Medical Director in the provision of advice and support on matters associated with patient identifiable information and applications for access to patient information for research/audit/evaluation purposes and b) the SIRO in the development and maintenance of the NHS Orkneys Information Security Management System (ISMS).

The DPO role as defined under GDPR must have a significant level of independence and cannot have task or duties assigned that would create a conflict of interest with the DPO's primary tasks.

10. DECISIONS AND JUDGEMENTS

This post reports to the Director of Finance and, as the DPO, to Orkney NHS Board. The post holder is responsible for providing high level leadership, management and co-ordination at corporate and strategic levels.

The post holder is fully accountable for leading and driving progress within a broad sphere of legislation and standards and within the parameters of established national and local priorities, policies and procedures which the postholder requires to interpret.

The post holder operates autonomously within this framework and is expected to function as a source of expertise and advice at the highest level.

The post holder is expected to deal with a broad range of highly complex information governance issues that will require interpretation and, in the absence of the SIRO and the Caldicott Guardian, may be required to make information governance decisions on their behalf.

11. MOST CHALLENGING PARTS OF THE JOB

Managing Information Governance policy, advice, guidance and procedures in a relevant and supportive manner across a large and diverse organisation with wide ranging uses of information and technology.

Maintaining significant breadth and depth of knowledge in a constantly developing specialist field.

Finding appropriate ways and means of raising and maintaining the awareness of all levels of staff within the organisation to the importance of Information Governance against competing priorities.

Managing processes in an environment where legislative timescales impact significantly on others workload and priorities.

12. COMMUNICATIONS AND RELATIONSHIPS

In the course of their duties the post holder will be expected to deal with highly complex communications interpreting and understanding changes in legislation and making them understandable to the organisation and the public where appropriate.

The post holder will have to be able to negotiate, persuade and empathise exhibiting professionalism at all times with colleagues in partner agencies when sharing a joint work load e.g. working on Information Sharing Protocols.

The post holder will be expected to develop, maintain and present Information Governance training and awareness material and online modules for NHS Orkney employees and where relevant to partner agencies and the public.

The post holder will have to deal with highly contentious communications including production of Freedom of Information Act 2002 reviews. These need to be looked at from the perspective of the public and the organisation and this can include working with ethical and moral dilemmas.

The post holder will support and advise all professional staff throughout the organisation and also provide Information Governance advice at the highest corporate level.

Presentations, multi-agency question panels, workshops, etc. require the ability to provide data protection advice on demand as a key demand of the job will be to ensure awareness of information assurance policies etc. and relevant legislation across NHS Orkney. Questions will be on any topic and will include questions on any aspect of clinical, non-clinical, NHS, multi-agency, information sharing, record keeping and legislation.

13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Effort

Extensive periods working on computer for word processing, creating presentations, using email and inputting data into data protection database. Prolonged typing and gazing at screen up to 3-5 hours per day.

Stretching and bending required to file information or to retrieve information for meetings.

Mental/ Emotional Effort

Conducting awareness sessions for between 5 – 50 attendees and on occasion to larger groups is emotionally and mentally draining and the post holder has to be able to respond immediately e.g. when questions or advice is being sought.

To understand and interpret the Data Protection Act and associated legislation, and the implications these have for NHS Orkney; to suggest practical solutions that will minimise risk to NHS Orkney. In some cases the responsibilities of the Data Protection Officer role may require the post holder to personally challenge cultures and practices that may be in breach of the Data Protection Act.

Intense concentration/in-depth mental attention frequently required e.g. leading meetings, influencing NHS staff and managers at all levels of seniority, public speaking, analysing technical and other system problems and proposing solutions, often working under pressure and balancing multiple demands in complex/changing environment. Meetings can range from 1 hour to over 3 hours depending on agenda. The post holder can attend 3 or 4 meetings per week on average.

Occasionally deal with conflict situations, e.g., at emotionally charged meetings. Dealing regularly with challenging problems requires sustained emotional energy/resilience.

Detailed and critical technical analysis of system and database problems and the detailed balanced assessment of recommended solutions.

Reviewing internet and system access logs (minimum of 2 to 3 times per month) requires long periods of intense, prolonged concentration (over 4 hours) and involves the gathering of evidence. Attendance at the subsequent interviews/hearings with staff alleged to have breached information security is also emotionally demanding.

Environmental

Working under pressure and balancing multiple demands in complex/changing environments.

14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Qualifications

- Degree in Information Governance or equivalent in an Information Management field with postgraduate or post registration study, such as that obtained through a master's degree or equivalent experience/qualification.

Experience

- Extensive experience working in the field of Information Governance/Management.
- Extensive experience in the creating, developing and implementing policies, procedures, guidance and protocols.
- Proven track record in project management.

Qualities/Skills/Aptitudes

- Ability to demonstrate integrity and effective leadership and management skills together with a proven track record of achievement in strategy and policy development and implementation.
- Ability to develop and maintain effective, positive relationships with key partners and partner organisations, providing a positive role model for partnership working within NHS Orkney.
- A proven track record in the provision of creative and innovative solutions in meeting organisational requirements.

Job Description Agreement	
Job Holder's Signature	Date:
Head of Department Signature	Date:

Person Specification

Job Title: Head of Information Governance/Data Protection Officer
Department: Information Governance
Location: The Balfour

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Experienced in leading the development and implementation of organisational information governance strategies.</p> <p>Experience of interpreting information legislation and guidance into organisational best practice.</p> <p>Experience and evidence of delivering high standards of performance to achieve national and local targets</p> <p>Experience of working effectively in collaboration with other agencies</p> <p>Working knowledge on legal and professional obligations with regards to NHS information governance.</p> <p>A track record of achieving results through team working and influence.</p> <p>Evidence of successfully handling sensitive situations effectively and confidentially</p>	<p>Knowledge and experience of national and regional NHS digital strategies</p> <p>Experience of process improvement for strategic objectives/LEAN</p>
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<p>Degree in Information Governance or equivalent in an Information Management field with postgraduate or post registration study, such as that obtained through a master's degree or equivalent experience/qualification.</p> <p>Evidence of continuing professional development</p>	<p>ISEB qualifications</p> <p>PRINCE 2.</p> <p>CISSP/HCISPP or CISM</p>

<p>KNOWLEDGE AND SKILLS</p>	<p>Evidence excellent communication and report writing skills</p> <p>Adept at managing complex programmes of work</p> <p>Excellent leadership, people development and team working skills</p> <p>Highly effective negotiation and influencing skills</p> <p>Sound judgement and decision making</p> <p>Highly developed skills in mediation and conflict resolution</p> <p>Able to demonstrate a high level of enthusiasm, commitment and attention to detail</p> <p>Able to analyse and interpret highly complex and conflicting information and to communicate these in a clear way to all levels of staff</p>	
<p>DISPOSITION</p>	<p>Ability to work with staff at all levels in the organisation.</p> <p>Self-motivated</p>	<p>Current driving licence and access to a car</p>

Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children



and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one of the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to www.orkney.com or www.orkneycommunities.co.uk and learn more about NHS Orkney at www.ohb.scot.nhs.uk.



Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

ork.recruitment@nhs.scot

Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>