# NHS FORTH VALLEY



# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Information Rights Officer**

**Responsible to: Freedom of Information Manager**

**Department(s): Information Governance Unit**

**Job Reference: BN-MD-IRO-1023**

**2. JOB PURPOSE**

The Information Rights Officer will help individuals exercise their information rights under Scotland’s freedom of information laws, data protection legislation, and other associated legislation. In doing so, they will ensure NHS Forth Valley fulfils its statutory obligations under the Freedom of Information (Scotland) Act 2002, the Environmental Information (Scotland) Regulations 2004, the INSPIRE (Scotland) Regulations 2009, UK-GDPR, Data Protection Act 2018, and the Re-Use of Public Sector Information Regulations 2015. The role will provide a focal point for advice and support to services dealing with requests for information from partner organisations and/or other external agencies, as well as supporting initiatives to improve NHS Forth Valley’s information governance arrangements overall.

**3. KEY DUTIES**

Under the supervision of the Freedom of Information Manager, the post holder will:

* Co-ordinate and respond to requests for information under the Freedom of Information (Scotland) Act 2002, the Environmental Information (Scotland) Regulations 2004, the INSPIRE (Scotland) Regulations 2009, UK-GDPR, Data Protection Act 2018, and the Re-Use of Public Sector Information Regulations 2015
* Provide a central point for queries from internal and external stakeholders, in line with NHS Forth Valley’s policy, procedures and statutory obligations, while minimising any potential information risks.
* Assist with the provision of regular performance reports for senior management and highlighting of information risks.
* Provide guidance and training to services and the public to ensure appropriate levels of awareness around information rights.
* Responsible for researching best practice, processes, methodologies and approaches to upholding and facilitating the information rights of individuals.
* Assist with the preparation of and content of reports, strategic plans, briefings, presentations and other documents for internal stakeholders and external agencies as required, including senior officers, relevant Committees, and stakeholder groups.
* Identify opportunities for continual improvement and support effective change management within a complex internal and external environment.
* Support the implementation of information governance policies to ensure full adoption across services, promoting understanding and alignments with NHS Forth Valley’s aims and objectives.
* Identify and facilitate the publication of open datasets.

**Responsibilities**

* **Policy and Service**

**There is a responsibility to:**

* Support and promote NHS Forth Valley’s information governance policy and procedures, internally and externally, identifying areas for improvement or developing best practice.
* Comply with the relevant policies and procedures and as requested, comment on policies, procedures or potential service developments relating to the area of activity. This will involve solving a range of information compliance related issues and giving advice based on technical/specialist knowledge.
* **Staff Management/Supervision, Human Resources, Leadership and/or Training**

**There is a responsibility to:**

* Engage with NHS Forth Valley services and partners to provide training around information rights policy and procedures.
* There is no supervisory responsibility, other than assisting in work familiarisation and providing general guidance to other staff etc. including peer review of work.
* **Information Resources**

**There is a responsibility to:**

* Maintain the equipment and materials associated with the post, including a shared responsibility for the security and maintenance of a case management system.
* Ensure that complex personal data and sensitive information is managed correctly and stored appropriately.
* Record personally generated information relating to patients / clients on a regular basis including clinical observations, test results, case reports, financial, personal and / or research data.
* Ensure the accurate recording of information and record keeping in line with Regulatory requirements and Professional Body guidelines.
* Ensure that information is dealt with in an appropriate, sensitive and confidential manner at all times.
* Use IT equipment including local and national systems to read, analyse and record patient / client information within the scope of local and national policies and procedures.

**Skills**

* **Physical**

As appropriate to the working area and in line with the relevant policies and procedures; there is a requirement to to be familiar with the use, storage and maintenance of all equipment used within the area of work.

* **Communication**

**There is a requirement to:**

* Be able to construct consistent and coherent responses involving the collation and interpretation of different information sets often in multiple formats across the full range of NHS Forth Valley’s functions and activities.
* Develop and maintain effective relationships with internal and external stakeholders. These relate to the delivery of a specialist service and will have a wide-ranging impact on NHS Forth Valley’s ability to comply with information rights legislation.
* Work across all services with officer contact at all levels within the organisation, including the provision of expert legislative advice, interpretation and guidance as appropriate.
* Liaise and influence others appropriately (including negotiation with senior management), to ensure the timely provision of information.
* Provide advice and make recommendations to external customers in relation to their area of technical/specialist knowledge.
* Engage diplomatically, and with empathy, with partners and citizens accessing information in what can be emotionally demanding circumstances e.g. following a death.
* Demonstrate the behaviours expected of all staff and recognise how these can influence others, relationships, the environment and culture and adapt these to meet the needs of any given situation.
* Ensure that all communications are carried out in a manner that is respectful and considerate and does not discriminate on the grounds of age, disability, faith, religion or belief, gender, gender reassignment, marriage and civil partnerships, race or sexual orientation, by ensuring that all conversations and discussions are conducted to the highest standards of honesty, integrity, impartiality and objectivity.
* **Analytical and Judgements**

**There is a requirement to:**

* Assess request for information and assign to appropriate areas. The information provided must be assessed, collated and critically evaluated to inform responses (within tight deadlines), based on specific circumstances and factors defined by the request.
* Monitor standards in relation to the service and will act to ensure standards are applied equally across the organisation.
* Provide advice and, where necessary, make recommendation to services, based on experience, on ways in which information is managed to improve future service provision.
* Recognise and adhere to the scope of the job whilst using initiative and referring appropriately to the Registered Professional/Line Manager.
* **Planning and Organising**

**There is a requirement to:**

* Respond to requests for information, ensuring they comply with the provisions set by applicable legislation, best practice guidance issued by the UK Information Commissioner and Scottish Information Commissioner, and NHS Forth Valley policies and procedures.
* Be responsible for ensuring that statutory deadlines are met and that responses are compliant with legislation and associated codes of practice.

**Effort and Environment**

* **Physical**

**There is a requirement to:**

* Manage light physical effort, and occasions requirement to carry uneven, bulky loads. Delivering training sessions can involve limited periods of standing.
* **Mental**

**There is a requirement to:**

* Interpret and analyse complex information timeously and accurately.
* Work on multiple tasks concurrently to ensure statutory deadlines are met.
* Manage interruptions in a demanding and unpredictable environment which may require immediate consideration
* **Emotional**

**There is a requirement to:**

* To handle information, including confidential material, relating to any NHS Forth Valley function or activity, often of a sensitive, and sometimes distressing nature, including children and vulnerable adults.
* Occasionally deal with the emotional demands posed by contact with customers, some of whom exhibit challenging and demanding behaviours.
* **Working Conditions**

Work will predominantly take place within an office environment.

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

The postholder will have:

* Autonomy to allocate their time to prioritise work load, resolve problems, and respond to queries with guidance from their line manager as required.
* Help NHS Forth Valley meet its statutory obligations under information rights legislation. Decisions and actions are subject to scrutiny and sanction from external regulators and impact across all services. Sanctions can result in reputational damage, litigation and financial penalties for the organisation.
* Uphold the information rights of individuals and organisations. Inappropriate disclosure of information can cause significant distress resulting in potential legal action and enforcement action from external regulators.
* There will be regular informal discussions and reviews of work with the Line Manager and more formally on an annual basis as part of the Personal Development Planning Review process when expectations and objectives will be discussed and agreed.
* There is a requirement to take ownership of personal development and taking part in ongoing training and those deemed mandatory by the Organisation.

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

The postholder will require:

* Educated to degree level or equivalent. Evidence of relevant continued professional development.
* Knowledge and skills equivalent to a practitioner certificate in freedom of information or data protection.
* Understand and interpret legislation associated with information governance.

# Proven abilities in a logical approach to work with attention to detail.

# Well developed planning skills.

# Proven ability to manage own workload and prioritise conflicting demands.

# Ability to work accurately under pressure.

# Proficient in use of Microsoft Office software

* Report Writing.
* Excellent interpersonal and communication skills both (written, verbal and presentation)
* Ability to deal with sensitive information with discretion.
* Effective listening and questioning skills
* Ability to deal diplomatically with staff and the public.
* Experience of engaging and working effectively with colleagues of all disciplines.
* High level of integrity and sound judgement concerning confidentiality, security and privacy with experience of providing information in a courteous way.
* 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

Information Governance Administrator

**Information Rights Officer**

**This Post**

Cyber & Information Security Analyst x2

Cyber & Information Security Technician

Data Protection Support Officer x2

Data Protection Advisor

**This post**

Data Protection Manager

Freedom of Information Manager

Records Management Co-ordinator

Corporate Records Manager

IG Project Manager