**Recruitment Advertisement**

**Post: Information Governance Administration Officer**

**Tenure:** **Permanent**

**Directorate: eHealth**

**Grade: Agenda for Change Band**

**Salary: Band 3**

**Hours: Full time 37 hours per week**

**Location: 1 Smithhills Street, Paisley, PA1 1EB**

NHSGGC has a vacancy for an Information Governance Admin Officer to work in a fast paced, high

demand role within the Information Governance team.

Reporting to the Information Governance Manager, the post holder will support the planning, managing and delivery of work and programmes as part of the IG Strategy, UKGDPR and associated action plans, providing specialist admin support, on all aspects of information governance, including records management, data protection, Caldicott Applications and data quality.

NHS Greater Glasgow and Clyde is the largest healthcare provider in Scotland, serving a population of approximately 1.3m, through the provision of a comprehensive range of Acute, Mental Health and Community Care services. The Board also provides cross-border and Regional services. You can learn more about the Health Board and services delivered via the **LINK**.

The post holder will be required to

 Manage the administrative function of the Information Governance Department.

 Run daily audits against clinical systems and investigate any potential data breaches following an

agreed standard process (via FairWarning or similar) escalating or seeking advice where

necessary.

 Populate and review the Board’s Information Asset Register to ensure this is complete and up to

date on an ongoing basis and provide standard set reports to senior managers.

 Act as the first point of contact for telephone and email queries from the general public, patients

and staff and log all enquiries and requests for support via ServiceNow.

 Support IG Officers with admin tasks including letters, document filing and managing shared drives.

Applicants should be able to demonstrate an understanding of Data Protection legislation. Knowledge of Freedom of Information (Scotland) Act 2002, the Public Records Scotland Act 2011 and the Caldicott principles would be advantageous however training will be provided.

Applicants should have excellent organisational and people skills, possess a high standard of

interpersonal, verbal and written communication skills and pay attention to detail. The post holder should be proficient in the use of all Microsoft Office packages and be able to handle sensitive information discreetly and in confidence. You should also be able to work on your own initiative, balanced with being a supportive and collaborative team member.

For informal discussion about this post, please call Eleanor Rideout, Deputy Data Protection Officer.

Successful applicants will require excellent organisational and people skills, and possess a high standard of interpersonal, verbal and written communication skills.

NHSGGC has an ambitious 2023-2028 Digital Strategy (**LINK**) and Information Governance is pivotal to supporting the delivery of transformational change. Services are continually evolving as technology develops and new pathways emerge therefore the post holder will need to be agile and dynamic in managing change while maintaining a patient centred focus.

**eHealth Job Pack 2023**

**NHS GREATER GLASGOW AND CLYDE**

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**Welcome from Denise Brown, Director of Digital Services**

Thank you for expressing an interest in the key role of Information Governance Manager / Deputy Data Protection Officer. NHS Greater Glasgow and Clyde (NHSGGC) has the largest eHealth department in NHS Scotland and is at the forefront of digital transformation across the Health Service in Scotland. This role is an exceptional development opportunity for an experienced and dynamic manager to join a highly motivated senior management team whose role it is to support clinical and other staff to deliver the best possible care. NHSGGC is a Board which values and develops its people and joining the team provides many potential opportunities to grow and develop your career over time.

**About NHS Greater Glasgow and Clyde Health Board**

NHSGGC is the largest healthcare provider in Scotland, serving a population of approximately 1.3m, through the provision of a comprehensive range of Acute, Mental Health and Community Care services. The Board also provides cross-border and Regional services.

**About the Directorate**

The eHealth Directorate has 1,640 staff of which 6 staff work in Information Governance. The Directorate has a revenue budget of approximately £70m (including annual Scottish Government funding), an annual capital budget of circa £7m and other non-recurring budget of approximately £13m.

The eHealth Directorate comprises of the following departments:

* **Operations** – responsible for the overall IT and Telecommunication service delivery to NHSGGC including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHSGGC to agreed KPI’s and SLA’s. In addition, Information security and compliance.
* **Strategy and Programmes** - responsible for the development of the medium to long term eHealth Strategy and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration and System development.
* **Innovations** – responsible for development and delivery of eHealth enabled Innovation Programmes, linking with Innovators such as clinicians, R&D, industry and SME's within NHSGGC, West of Scotland, and the broader Innovation community.
* **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services (Libraries), Clinical Coding and Business Intelligence.
* **Health Records** - delivery of Health Records services across NHSGGC, including provision of outpatient clinics and ward clerk services
* **Business and Resource Management** – responsible for financial management, procurement & contract management, audit, risk management, Programme Management Office (PMO), Information Governance, FOI responses and overarching aspects of staff governance and organisational development, Health & Safety, general Directorate wide governance and facilities management activities.

The Directorate is fortunate to have in place strong governance structures to enable us to manage and effect change at pace and scale. The success of the Directorate is down to the way that teams work flexibly to deliver the support that’s required. A key element of the progress that we’ve been able to also down to the strong clinical leadership roles which are now embedded within the Directorate structure. Our clinical colleagues are aligned to key programmes and operate as a clinical reference group too.

Additionally, we place a big emphasis on staff development and retention and attracting new talent and we do this through a mature performance development framework, robust workforce and succession planning and role-based training which is pivotal overall.

**Digital Strategy and other Transformation Programmes**

NHSGGC has an ambitious 2023-2028 Digital Strategy (LINK) which sets out all of the strategic themes and programmes. Information Governance is pivotal to supporting the delivery of transformational change with some examples of the key programmes of work the department is involved in set out below.

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| **Programme** | **Description** |
| Digital Health & Care Record - Active Clinical Notes | NHSGGC has a rich and well-established Digital Health & Care Record. This programme delivers the final stage of digitising remaining inpatient paperwork (“continuation notes”) |
| Dental Electronic Patient Record | Delivering the benefits of digital tools to oral health services |
| Unified Care Record | Enhancing data available to clinicians by further joining up health and care information across Scotland |
| Citizen Access | Delivering large-scale digitalising of existing communications with patients (e.g., letters) and new capabilities such as patient-reported-outcomes and patient-reported-experience-measures (PROMs/PREMs), and working with national citizen access projects |

**Moving Forward Together (MFT)**

Launched in 2018, the NHSGGC Moving Forward Together programme is a whole-system approach to planning services covering acute hospital care, community services and primary care in order to improve care and outcomes. The MFT Portfolio of Projects comprises a range of short-, medium- and longer-term initiatives including development of new ways of working which provide safe, effective, and patient-centred care. The Digital Strategy aligns with MFT over the coming five years, making best use of available resources and the opportunities created by innovation and technology. More information on the Moving Forward Together Programme can be found via the LINK.

**COVID Remobilisation**

Launched in 2020, the NHSGGC remobilisation plan was formulated in collaboration with Health and Social Care Partnerships to support the recovery of planned care, mental health, primary and community care services post COVID. The infographic below gives some insight to the type of activities eHealth has enabled over the last few years including the rapid scale up of new services, care pathways and virtual patient management:

**Appendix 1 – Job Description**

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| * **JOB IDENTIFICATION**

**Job Title:** Information Governance Administration Officer **Responsible to:** Information Governance Manager**Department:** Information Governance**Directorate:** eHealth |
| **2. JOB PURPOSE** |
| To manage the administrative function of the Information Governance Department including document filing, use of M365, Team minutes and other admin functions. To run daily audits against clinical systems and investigate any potential data breaches or inappropriate access incidents following an agreed standard process (via FairWarning or similar) escalating or seeking advice where necessary.To populate and review the Board’s Information Asset Register to ensure this is complete and up to date on an ongoing basis. This includes providing standard set reports to senior managers, liaisng with asset owners to ensure assets are up to date. To process and record Caldicott Application Forms and Approvals To act as the first point of contact for telephone and email queries from the general public, patients and staff and log all enquiries and requests for support via ServiceNow or similar system.  |
| **3. ROLE OF DEPARTMENT** |
| The overall aim of the eHealth Directorate is to deliver and maintain a comprehensive integrated information, technology and record management strategy in order to ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners. This includes patients’ case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical and management use: and it includes collection and analysis of data required by the Scottish Executive Health Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations. The eHealth has approximately 1,480 staff, a revenue budget of approximately £57m (incl annual Scottish Government ring fenced funding), annual capital budget ranging between £3-5m and non-recurring eHealth budget of approximately £15.8m. The eHealth Directorate comprises the following departments:* **Operations** – responsible for the overall IT and Telecommunication service delivery to NHSGGC including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHSGGC to agreed KPI’s and SLA’s.
* **Strategy and Programmes** - responsible for the development of the medium to long term eHealth Strategy and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration.
* **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services (Libraries), Information Governance and Business Intelligence.
	+ **The Information Governance team provide professional support throughout the organisation on the extended use of information technology to enhance patient care, including appropriate use of patient/personal data within the legal and ethical structures governing its use.**
* **Health Records** – delivery of Health Records services across NHSGGC, including provision of outpatient clinics.
* **Business and Resource Management** – responsible for financial management, procurement & contract management, audit & FOI responses and overarching aspects of Human Resource and Organisational Development, Health & Safety, general Directorate wide governance and facilities management activities.
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| **4. ORGANISATIONAL POSITION** |
| IG ManagerProject Lead - IGData Protection Advisor**IG Administarion Officer** **(This Post)** |
| **5. SCOPE AND RANGE** |
| * Provide information and support to the public and staff across a spectrum of services provided by the Information Governance Department.
* The post holder is responsible for the day to day upkeep of the Information Asset Register which includes the logging and assessing of the asset forms and providing standard set reports to senior managers.
* The post holder is responsible for running daily audits of staff access to our clinical systems and checking these for potential inappropriate access escalating or seeking advice where necessary.
* The post holder will provide administration support to the Information Governance Department.
* Assist with the completion of statistical information for reports for presentation to IG Steering Group.
* The post holder will be the first point of contact for all telephone and email queries. This is an important role which requires excellent communication and interpersonal skills.
* Workload is generated primarily by the DP Advisor but the post holder will provide admin support to the wider IG team.
* The post holder will work within clearly defined protocol and procedures and respect patient/staff confidentiality in line with the NHS Greater Glasgow and Clyde Policies

After induction and on the job training the post holder will work on their own initiative and autonomously although guidance and assistance is available from the line manager as appropriate. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| * Run daily standard audit reports via FairWarning or similar and following an agreed process, review the audit reports to determine if access is appropriate escalating or seeking advice as necessary.
* Populate and maintain the Board’s Information Asset Register. This will require regular routine information sharing and communication with stakeholders.
* Provide the first point of contact for written and telephone enquiries on behalf of the Information Governance Team, using judgement to establish the validity and priority on the contact.
* Act autonomously to answer enquiries by telephone from staff, patients and the general public.
* Provide information, directing and prioritising queries as appropriate to ensure efficiency and effectiveness.
* Collate information and generate reports on behalf of Information Governance team to facilitate action plans and reports.
* Log/record all requests for access to personal information, and all confidentiality and security breaches as reported via Datix
* Provide a quality administration service to the IG team.
* Minute taking for IG Steering Group and other meetings as necessary
* Develop and maintain up to date filing and office systems, using such information technology as appropriate
* To maintain diaries and office information systems to ensure smooth running of department.
* Responsible for organising room booking procedures and arranging hospitality where appropriate.
* To work flexible hours if called upon to maintain the efficiency of the service.
* Maintain the mailing system where appropriate. E.g. open, distribute and action mail
* Undertake training where required
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| **7a. EQUIPMENT AND MACHINERY** |
| The post holder requires to be proficient in the operation of:* Personal Computer i.e. Microsoft Office Packages including M365
* Audio Equipment
* Printer
* Photocopier
* Laminator
* Telephone
* Shredding Machine
* Scanner
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| **7b. SYSTEMS** |
| The post Holder will require to obtain an understanding of:* Datix
* Internet
* Intranet
* Microsoft Office packages including M365
* Orders/indents
* Information Asset Register
* Clinical Systems Where A
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| **8. DECISIONS AND JUDGEMENTS** |
| * Whilst managed by the Data Protection Adviser, the post holder must work with a degree of autonomy as they may be left unsupervised on a regular basis and will be required to be proactive in making decisions on prioritisation and escalation to ensure the smooth running of the Department.
* The post holder is expected to identify and interpret matters of urgency and take action accordingly.
* The post holder is expected to prioritise workload on a day to day basis.
* The post holder is expected to work on own initiative within the agreed parameters as discussed with the line manager.
* The post holder will demonstrate initiative when dealing with enquiries from staff and the general public to ensure these are dealt with quickly and efficiently where possible.
* The post holder is expected to operate within the NHS Greater Glasgow and Clyde policies and procedures.
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| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The Information Governance Department is a contact point for all members of staff within NHS Greater Glasgow and Clyde and good communication and inter-personal skills are essential to deal effectively with the day to day activity of the department.The post holder will form part of a small team and regular communication between the team is essential to achieve the department’s objectives.Discretion is necessary when receiving complex, sensitive, contentious or personal information into the Department.  |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
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| **Physical*** High percentage of work is computer based therefore sitting in a restricted position for this proportion of duties.
* The post holder requires keyboard skills requiring a high degree of accuracy.

**Mental*** The post holder will be required to display a high degree of concentration when dealing with enquiries while experiencing regular interruptions.
* The post holder will be required to work to timescales and deadlines in line Data Protection and Freedom of Information requests.
* The post holder will exercise the ability to manage difficult situations whilst being supportive and professional.
* The post holder must have an understanding of departmental work and issues which can be diverse and numerous.
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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Working to tight deadlines
* Experiencing regular interruptions
* Working in challenging environment
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| **12, KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Essential** * Proficient in Microsoft Office Software including Microsoft Outlook
* Keyboard skills requiring a high degree of accuracy
* Excellent Interpersonal skills to demonstrate an all round professional attitude
* Excellent planning and organisation skills
* Excellent communication skills
* Ability to work independently or as part of a team
* Ability to prioritise workload and exercise initiative
* Flexible working attitude
* Ability to work under pressure
* Ability to manage difficult situations
* Ability to work in a pro active manner and to take the initiative to achieve results

**Desirable** * The post holder should possess SVQ Admin level 3, Secretarial Studies Business Administration or equivalent/relevant experience
* Demonstrate commitment to quality improvement
* Understand the requirements of the Data Protection Act, 2018 and the General Data Protection Regulation (GDPR)
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**Useful Links and Information**

* NHSGGC Digital on Demand Strategy 2023 - 2028 – https://www.nhsggc.scot/staff-recruitment/staff-resources/ehealth/digital-strategy/ & Video https://youtu.be/tUNDKYsYfE4
* NHSGGC Twitter - https://twitter.com/nhsggc

**Key Strategic Drivers**

* National Digital Health & Care Strategy - https://www.gov.scot/publications/scotlands-digital-health-care-strategy/pages/1/
* National Workforce Strategy for Health and Social Care in Scotland - https://www.gov.scot/publications/national-workforce-strategy-health-social-care/
* Fairer Scotland Duty - https://www.gov.scot/publications/fairer-scotland-duty-guidance-public-bodies/
* Meeting the Requirements of Equality Legislation (2020-24) - https://www.nhsggc.org.uk/media/260193/eih-a-fairer-nhs-accessible.pdf
* NHSGGC Stakeholder Communications and Engagement Strategy (2020-23) - https://www.nhsggc.org.uk/media/264466/comms\_engagement\_strategy.pdf
* NHSGGC Healthcare Quality Strategy 2019/2023 - https://www.nhsggc.org.uk/media/253754/190219-the-pursuit-of-healthcare-excellence-paper\_low-res.pdf
* Scotland’s Digital Health and Care Data Strategy (in development) - https://www.gov.scot/groups/digital-health-and-care-data-strategy-working-group/
* NHSGGC Moving Forward Together (MTF) programme - https://www.movingforwardtogetherggc.org/
* NHSGGC “Growing Our Great Community” Workforce Plan 2022-25 - https://www.nhsggc.scot/downloads/workforce-plan-2022-2025/

**Other Useful Links**

* NHSGGC Health Records Flow Navigation Centre - https://www.nhsggc.scot/your-health/right-care-right-place/virtual-accident-emergency-ae/ & Video https://www.youtube.com/watch?v=72YiUpDYJ6w
* NHSGGC Vaccination Contact Centre – https://www.nhsggc.scot/your-health/general-vaccinations/
* West of Scotland Innovation Hub (hosted by NHSGGC)
* https://www.woshealthinnovation.scot/ & Twitter https://twitter.com/wosinnovation
* Meet the NHSGGC Board Members – https://www.nhsggc.scot/about-us/nhs-board/meet-the-board