

Job description

Service Area: Corporate Services

Job title: Information Governance Administrator

Band: 3

Location: Stella House, Newcastle with hybrid working

Job purpose

The Information Governance Administrator will support the Information Governance team with the handling of Freedom of Information (FOI) and Data Protection (DPA) information requests for all operation services across the NHSBSA.

The post-holder will be responsible for the maintenance of systems and records pertaining to ongoing requests as well as managing the channels of information into the team from the public. Where necessary, the individual will also be responsible for ensuring the timely printing and posting of responses to requestors within legal deadlines. The role will contribute to the development and maintenance of the NHSBSAs compliance with information rights legislation and its operational services by supporting the Information Governance Manager and the Information Requests Team Leader in the co-ordination of the implementation of Information Governance across the authority.

In this role, you are accountable for

1. Supporting the Information Governance Officers in the handling of legal requests for information held by all NHSBSA services, including monitoring, coordinating, logging, and filing of requests as well as the maintenance of spreadsheets and portals.
2. Maintaining appropriate records in relation to all work undertaken to comply with Information Governance, Freedom of Information and Data Protection rules and regulations.
3. Ensure accurate record keeping and filing in order to comply with records retention schedules and expectations.

4. Raise purchase orders in our finance system to support the approval to purchase goods and services, liaising with internal colleagues and other departments to ensure the prompt payment to suppliers in accordance with the SFIs.
5. Support hiring managers with the recruitment, onboarding and induction of new starters, from raising the initial vacancy in our recruitment system, to providing a warm welcome to colleagues in their first few weeks.
6. Arrange travel and accommodation as required for the team members ensuring that the booking information is received in a timely manner and is compliant with the NHSBSA's travel policy.
7. Develop and maintain effective information management systems, to ensure that information is kept securely and is accessible to other members of the team, as appropriate. Some of which may include confidential information, and/or relate to the Authority's obligations under the Data Protection Act 2018 and Freedom of Information Act 2000.
8. Plan, arrange and attend meetings, training and events as requested, including booking venues and catering. This also includes managing the electronic diary for the directorate.
9. Answer and respond to enquiries received via various channels. This includes the management of Directorate inboxes to ensure queries and requests from colleagues within and outside of the business are dealt with quickly and efficiently, progressing through the correct route and escalating as required.
10. Providing administrative support to the Information Governance Specialists as needed with ongoing projects such as Data Protection Impact Assessments, Software Approvals, contract reviews, Memorandums of Understanding etc.
11. Provide support to the Information Requests Team Leader in the production of key performance indicator (KPI) reports for the Leadership Team and in the implementation, production, and maintenance of the Information Governance handbook.
12. Communicating effectively at all levels, verbally and in writing and establish and maintaining communication with individuals and groups, internally and externally.
13. Providing minute taking support as needed during meetings held with departments across the NHSBSA.
14. Providing clerical support as required at Stella House for the printing of letters, pension records, medical records or the burning of CD-ROMs for sharing with the requestor as needed. This will require the observing of relevant information rights laws and dealing with potentially complex and/or sensitive information.
15. Supporting the NHSBSA to manage its information resources in a way that is safe, secure and complies with NHSBSA policy.

16. Supporting the Information Governance Specialists in the maintenance of the Information Governance web pages of the NHSBSA intranet and internet websites, ensuring the quality and relevance is upheld.
17. Undertaking such additional tasks as the Information Governance Manager or the Information Requests Team Leader may determine, and which are appropriate to the grade.

In addition to the above accountabilities, as post holder you are expected to

- Undertake additional duties and responsibilities in line with the purpose of your role and as agreed by your line manager.
- Demonstrate NHSBSA values and core capabilities in all aspects of your work.
- Encourage an environment where your own and colleagues' safety and well-being is promoted.
- Contribute to a culture which values diversity and inclusion.
- Follow NHSBSA policies, procedures, and protocols as they apply to your role.

Working relationships

Responsible to: Information Requests Team Leader

Key relationships and connections

- Business area Data Protection and Freedom of Information Leads
- Other staff across the NHSBSA
- Members of the public and outside agencies
- The Information Commissioner's Office

Person specification

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Personal Qualities, Knowledge and Skills

Essential criteria

- Excellent communication / customer care skills both written and verbal with an ability to demonstrate sympathy and compassion with people at all levels.
- Able to take and transcribe notes of meetings in a timely manner
- Able to manage and prioritise own and other's workload and use own initiative
- Able to support in the maintenance of relevant recording and information systems
- Understand confidentiality and apply the principles in every day working practice.
- Able to self-motivate.
- Able to demonstrate good organisation and prioritisation skills.
- Good interpersonal skills.
- Able to work effectively and flexibly as part of a team to meet the needs of the services
- Reliable.

Desirable criteria

- Knowledge of Freedom of Information and Data Protection Acts.
- General knowledge of NHS Information Governance, Caldicott requirements and patient confidentiality issues.

Demonstrated by

Application Form.

Interview.

Experience

Essential criteria

- Experience of working in a busy office / customer care environment
- Experience of working with a range of Microsoft Office packages
- Experience of working within deadlines in a pressured environment.
- Experience of working with sensitive information and maintaining confidentiality.
- Experience of continually improving processes and ways of working.
- Experience of taking minutes and producing relevant documents.

Desirable criteria

- Demonstrable experience working in the NHS or similar environment.
- General experience of document management.
- Experience of arranging meetings and events.
- Experience of supporting the coordination of recruitment, onboarding and induction process.

Demonstrated by

Application Form.

Interview.

Qualifications

Essential criteria

- Three GCSE passes grade C/4 or above, including Maths and English or equivalent qualification or work-based experience.

Desirable criteria

- NVQ Business Administration or Customer Service Level 3

Demonstrated by

Application Form.

Certificates.

Interview.

Core capability (minimum level)

Level One

Relevant professional framework