

Information Governance Manager

GOSH profile

Great Ormond Street Hospital for Children NHS Foundation Trust (GOSH) is a national centre of excellence in the provision of specialist children's health care, currently delivering the widest range of specialist care of any children's hospital in the UK. It is the only specialist Biomedical Research Centre for paediatrics, the largest centre in the UK for children with heart or brain problems, and the largest centre in Europe for children with cancer. It works in partnership with the UCL Institute of Child Health (ICH), part of University College London, and together they form the largest paediatric research and teaching centre in the UK.

The hospital at Great Ormond Street is the only exclusively specialist children's hospital in the UK. It does not have an Accident and Emergency department and only accepts specialist referrals from other hospitals and community services. The population of children served by the hospital is characterised by those with multiple disabilities and/or health problems and rare and congenital (present at birth) conditions. Many children need the help of different specialist teams. Improvements in health care and diagnosis mean that many children have dramatically improved survival rates and more therapeutic options than was the case 10 years ago. Sadly though, many of the children cared for at GOSH still have life threatening or life-limiting conditions.

The hospital receives over 255,000 patient visits (inpatient admissions or outpatient appointments) a year, and carries out approximately 18,800 operations each year.

The hospital has 383 patient beds, including 44 intensive care beds (21 CICU, 15 PICU and 8 NICU). Many of the children and young people on our wards require high dependency care or are classed as ward intensive care, requiring one-to-one nursing.

Around 4,100 full-time and part-time staff work at the hospital. The ICH has around 600 staff. Many senior staff have roles in both organisations.

The hospital has approximately 50 paediatric specialties, the widest range of any hospital in the UK, which uniquely enables it to diagnose and pioneer treatments for children with highly complex, rare or multiple conditions. It has 19 highly specialised national services.

Job title	Information Governance Manager
Band	7
Division	Information Services
Responsible to	Deputy Head of Information - Operational Informatics
Accountable to	Head of Information & Data Assurance
Type of contract	
Hours per week	37.5
Location	Russell Square House, Gt Ormond St
Budgetary responsibility	None
Manages	N/A

Trust Values and Expected Behaviours

Over 2,000 of our staff, patients and parents have developed a set of Values – Our Always Values. These are the values that should characterise all that we do and our behaviours with our patients and families and each other. Our Always Values are that we are:

Always Welcoming
 Always Helpful
 Always Expert
 Always One Team

These values are extremely important to us and we expect everyone who works at GOSH in any capacity, including employees, bank staff, contractors, agency staff, people who hold honorary contracts, students and volunteers to share and uphold Our Always Values. Each value is underpinned by behavioural standards and employees will be expected to display these behaviours at all times. You can find a full copy of Our Always Values on our intranet.

The Trust also expects that everyone who works here shall act in such a manner as to justify public trust and confidence and to uphold and enhance the good standing and reputation of Great Ormond Street Hospital for Children NHS Foundation Trust. Individuals must therefore at all times carry out their duties with due regard to the Trust's Equality at Work Policy.

Scope of the role

The Information Governance Manager will support the Deputy Head of Information and Data Protection Officer, by developing local strategies to support the role out of the General Data Protection Regulations and maintaining current knowledge of Information Governance, Data Protection and Privacy legislation, in order to provide advice and assistance as required.

To support the implementation of Information Governance across the Trust, by developing Strategy and Policies, Guidance and Training Resources, to promote a culture of good practice in line with regulatory requirements.

To support the Senior Information Risk Owner, Caldicott Guardian and Data Protection Officer as required across the Trust.

Key working relationships

This role is responsible for supporting the Trust's Information Governance agenda across the entire Trust, bringing together Information risk management, Data Protection, Implementation of the new General Data Protection Regulations (GDPR), Caldicott, Records Management, Registration Authority, Data Quality, Information Security and Confidentiality.

Internal: Caldicott Guardian, Data Protection Officer, Senior Information Risk Officer, ICT Security and Governance Manager, Records Manager, Information Services, Legal Team, Risk Team, Learning and Development, Service Managers, R&D Office, Information Asset Owners, Information Asset Administrators.

External: NHS Digital; Information Commissioner's Office; NHS Trusts IG leads

Main duties and responsibilities

The post holder is specifically responsible for:

1. Managing the completion of the IG Toolkit within GOSH, co-ordinating with requirement leads to ensure that they are aware of their duties and timescales and in ensuring supporting evidence is available for audit review in a well-structured and orderly manner.
2. Provide specialist knowledge and expertise on information governance issues, demonstrating a strong theoretical understanding of IG, information and system principles. This includes complex information governance legislation, national and local policy and guidance, including the Data Protection Act 1998, the Freedom of Information Act 2000 and the NHS Code of Practice on Confidentiality.
3. Leading on the operational implementation and providing assurance that the trust is working to full compliance of the new General Data Protection Regulations

4. Develop and deliver on business plans to improve on Information Governance and Data Quality best practice including putting together plans to improve of underperforming areas of the Information Governance Toolkit.
5. Provide advice and support to the Data Protection Officer, the Senior Information Risk Owner and Caldicott Guardian on all Caldicott, GDPR and IG matters
6. Manage the Information Asset Register system, working with Information Asset Owners and Administrators to ensure the register is complete; up to date and that the Information Assets the IG processes meet the policy and business requirements of the organisations.
7. Carry out audits as required to ensure compliance with IG policies and procedures and identify areas for improvement. This includes routine audits of the Information Governance Toolkit, system access audits, audits on patient experience of Information sharing, staff understanding of IG practice and walk around assessments of work areas.
8. Manage improvement plans on all underperforming areas within the IG toolkit and GDPR implementation plan.
9. To support the effective running of the Information Governance Steering Group including preparing agenda and papers as required.
10. Develop, assess and maintain information sharing arrangements and protocols with partner organisations; providing advice in respect of information sharing and periodically reviewing information sharing agreements.
11. Support staff in developing good practice governance and security for using data for research, including advising on issues of consent and Information sharing. Assess research proposals and support staff in Confidentiality Approval Group (CAG) applications. Maintain a log of Information sharing agreements and decisions made.
12. Develop, assess and maintain privacy impact assessments working with project leads to ensure that privacy impact assessment are completed, sufficient and that privacy risk relating to projects is adequately mitigated according to IG policies. Maintain a log of privacy impact assessments.
13. Support the development of IG training and awareness programmes. Provide both informal training and coaching and deliver training sessions to staff including Information Asset Owners and Administrators on IG topics and issues.
14. Be responsible for the preparation and presentation of IG related reports that may be complex to internal meetings including Committees and external meetings, as appropriate, using judgement and analytical skills.
15. Provide advice to staff on managing IG related incidents including using judgement to investigate assess severity and advise on actions to be taken. On occasion directly communicating with

patients and their families or members of the public who are raising Information Governance concerns, complaints or reporting incidents.

16. Analysis of common or concerning trends in IG incidents and planning trust wide improvements to practice the prevent incidents from occurring.
17. Manage the Information Governance section of the risk register ensuring that risks are appropriately added, monitored and kept up to date. Lead on initiatives to reduce risk as required.
18. Represent the Trust at local and London IG related meetings as required.
19. Support the Information Services Team in the development, implementation and management of internal processes and best practices.
20. Ensure Local Information Governance policies and documentation are in line with current legislation and best practice while being kept up to date and current.

Other information

Great Ormond Street Hospital for Children NHS Foundation Trust is a dynamic organisation, therefore changes in the core duties and responsibilities of this role may be required from time to time. These guidelines do not constitute a term or condition of employment.

Confidentiality

On appointment you may be given access to confidential information which must only be disclosed to parties entitled to receive it. Information obtained during the course of employment should not be used for any purpose other than that intended. Unauthorised disclosure of information is a disciplinary offence.

Risk Management

You will be required to ensure that you implement systems and procedures at a local level to fulfil the requirements of the organisation's Risk Management Strategy including local management and resolution of complaints and concerns, management of SUIs/incidents and near misses. Your specific responsibility for risk management will be clarified to you by your manager at your local induction.

Emergency Planning

In accordance with the organisations responsibilities under the Civil Contingencies Act 2004, you may be required to undertake alternative duties as is reasonable directed at alternative locations in the event of and for the duration of a significant internal incident, major incident or flu pandemic.

Human Rights

You are required to comply with the regulations of the Human Rights Act 1998 during the course of your employment.

Sustainable Development

You will be required to demonstrate a personal commitment to the Trust's Sustainable Development Plan and to take personal responsibility for carrying-out your work duties in a way which is compliant with this Plan.

PERSON SPECIFICATION

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview

Essential: **E** Desirable: **D**

Our always values

E	Always welcoming – positive, polite, prompt, responsive
E	Always helpful – respectful, supportive, approachable; caring
E	Always expert – Up-to-date knowledge , strive to provide a quality service, proactive
E	Always one team – informative, mindful, appreciative, open, honest

Skills and abilities

E	Excellent communication and interpersonal skills (both written & verbal)
E	Ability to work with staff at all levels to improve Information Governance best practice, whilst understanding their needs and adding value.
E	Ability to communicate complex issues to a wide audience
E	Strong organisational skills including maintaining logs and records of advice, supporting evidence and planning improvement initiatives
E	Ability to audit and critically assess both business practices and written information to ensure that it meets a minimum standard
E	Ability to work as a team member and on own initiative
E	Advanced Key board & Microsoft Office skills. 75% of time will be using a computer
E	Ability to concentrate for prolonged periods, manage frequent interruptions and work under pressure

Education, training and qualifications

E	Degree and/or equivalent management experience.
E	Relevant post graduate qualification or equivalent in experience
E	Commitment to self-development with ability to demonstrate in depth knowledge of Data Protection and Information Governance within the healthcare provision in the UK

Knowledge & Experience

E	Up to date knowledge of Data Protection legislation and information risk best practice standards
E	Extensive knowledge of the NHS Information Governance, Information Risk, Confidentiality and Caldicott regime
E	Experience with the NHS IG Toolkit
E	Experience of advising on incidents and complaints including assessing severity and planning organisation wide improvements
E	Knowledge of developing Privacy Impacts Assessments and of managing Information Asset Registers
E	Experience writing written reports conveying complex information for senior staff and committees
E	Experience of working pro-actively and cooperatively all staff, including at times of high levels of pressure.
E	Managing multifaceted workload within a very busy environment
D	Knowledge of Information Governance for research projects

D	Strong presentation skills for formal and informal teaching
D	Ability to develop and structure strategic plans and policies
D	Project management skills

D	Experience of developing Information Sharing agreements with partner organisations
D	NHS Experience