Freedom of Information Request

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Information Requested:

Can I have details on the banding/job responsibilities for the information governance officer/FOI officer at your trust?

Information Governance
Information Governance Administrators Band 3

- Maintain and use computerised databases and other information systems, attending training sessions for these as required to ensure the completion of inputting and validation of all information governance returns, Freedom of Information and/ or Data Protection requests
- To assist to the Information Governance Team in staff briefings on information governance/security, Freedom of Information and/ or Data Protection and where required to provide this training on behalf of the Team.
- To attend, where necessary, on behalf of the Information Governance Team national and local information governance groups/ committees.
- To monitor both local and national guidance (websites and publications) in relation to information governance, information security, Freedom of Information and/ or Data Protection and download relevant documents, training and conference information for the Team.
- To be responsible for ensuring that Information Governance Team are aware of any deviations from set timescales in a timely manner
- To work independently, managing own workload, within departmental protocols and guidance
- Provide administrative/ secretarial support (including using the Microsoft Office Suite, Excel, PowerPoint, Access, Word) to the Information Governance Team and assist in the implementation / recording of activity, ensuring data is updated weekly.
- Attend relevant meetings and accurately take minutes and transcribe, distributing alongside other relevant documentation in a timely manner. These are formal minutes which are can be published to a wider audience than those attending the meeting and can be released under the Freedom of Information Act.
- Manage the electronic diaries of the Information Governance Team, including arranging meetings and ensuring room bookings, documentation, equipment and refreshments are completed. Ensures conflicting priorities are managed appropriately through electronic diary making changes where necessary.
- Preparation and processing of documents photocopying, filing and attending to postal
- To carry out general office duties, including the systematic filing of all general correspondence and documentation (manual/ electronic/ scanned), faxing, photocopying and use of e-mail, filing, post, etc. under the direction of the Information Governance Team.
- To assist the Information Governance Team in the processing of relevant policies and procedures.

- Answering and dealing with telephone enquiries in a confidential and helpful manner, using tact and diplomacy at all times and channelling enquiries, as appropriate.
- To act as a point of communication, dealing with enquiries where possible, ensuring that information is accurately disseminated (both written and verbal) to appropriate staff members where enquiries cannot be dealt with at source.
- To provide routine information to members of staff, management and external contacts on behalf of the team. Communication can be both verbal and electronic by use of Outlook.
- Ensure adherence to the strict code of conduct when communicating confidential information to staff at all levels.
- To assist new members of the team and demonstrate tasks and activities during an orientation period.
- As a member of the administrative team, to work in support of colleagues within the Information Governance Team, providing cover in their absence if required to do so, liaising with colleagues and agreeing with line manager the co-ordination of annual leave, and willingness to work flexibly, at all times promoting team working.
- To assist the Team in preparation for and outcomes from any internal or external audits.
- To monitor the use of stationery within the team and to prepare replacement orders for approval by management in a timely manner.
- Ensure no excess or under stocking of stationery equipment.
- To assist patients or service users during incidental contact.
- Willingness to undertake development, updating knowledge and skills in line with this role, when identified in appraisals as part of the Knowledge and Skills Framework (KSF).

Information Governance Assistant Band 4

- To support the Information Governance Manager in leading on matters relating to information governance to include: management of the Information Governance Toolkit, staff awareness programmes and training, investigation of breaches, etc.

- To provide knowledge & guidance on the co-ordination and implementation of effective Information Governance throughout the Trust encompassing the following domains, as pertinent to the Trust:
  o Information Security (in liaison with Information Technology Team - ITT)
  o Data Protection
  o Caldicott
  o Confidentiality
  o Information Sharing
  o Records Management (in liaison with Head of Records Management)
  o Data Quality Assurance
  o Freedom of Information

- Provide specialist training for Trust and, where appropriate, Independent Contractor staff on all aspects of Information Governance.

- To assist with the development and maintenance of an Information Asset Register identifying vulnerabilities and undertaking risk assessments of the Trust's information systems.

- Monitor and audit access to information systems to ensure staff and patient records are kept safe, secure with appropriate access controls are in place.

- Assist the Information Governance Manager in the investigation of any breaches of confidentiality within the Trust in order that action can be taken to improve areas of risk and ensuring timely publication of lessons learned.

- Undertake audits to assess appropriate information governance systems are in place, preparing outcome reports for the Information Governance Manager.

Freedom of Information:
- To support the Information Governance Manager in leading on matters relating to the management of the Trusts Freedom of Information requests.

- To undertake the day to day management of the Freedom of Information procedures ensuring collation of information and preparation of responses to applicants meets legal / local requirements.

- To provide specialist knowledge on the co-ordination and implementation of Freedom of Information procedures ensuring compliance to guidance and legislation.

- To undertake audits, including monitoring timescales, in accordance with the Act to assess appropriate systems are in place and prepare a monthly report for the Information Governance Manager.

Data Protection Act:
- To support the Information Governance Manager in leading on matters relating to the management of Data Protection Act / Subject Access Requests (SAR).
- To undertake the day to day management of the Data Protection procedures ensuring collation of information and preparation of responses to applicants meets legal / local requirements.

- To provide advice, guidance and specialist knowledge on the Data Protection Act where required.
- To undertake audits, including monitoring timescales, in accordance with the Act to assess appropriate systems are in place and prepare a monthly report for the Information Governance Manager.

Freedom of Information Officer
Full time Freedom of Information Officer Band 5

- To plan and organise work efficiently to ensure that both the Trust's and the Legal Department's goals and objectives are achieved in respect of post holder's work area.

- To be responsible for coordinating all aspects of the management of FOI and SAR requests in liaison with and / or in the absence of the respective team manager or as designated by the respective team Manager.

- To be responsible for assisting the team Manager in the development of effective and efficient information structures for gathering and cascading information to the appropriate personnel/organisations.

- To support the Team in the development, review and updating of any relevant Trust policies and procedures in a timely manner ensuring such meet the requirements of Trust regulations.

- Be responsible for carrying out regular audits of the Legal Department's work stream practices and reporting any areas of concerns, measures for improvement to the Managers.

- To support the Head of Risk and Legal Services in the supervision of the work streams of the legal team in the absence of or within the instruction of the team manager.

- To be responsible for review and finalisation of FOI and SAR responses ready for approval once collated by the team in the absence of or within the instruction of the team manager.

- Support the Head of Risk and Legal Services in the management of the Publication Scheme in close liaison with other teams / departments across the Trust to ensure the Scheme is maintained as pro-active, up to date and accurate.

- To assist the Manager in producing and providing training packages for staff across the Trust to promote understanding of responding to applications of FOI and SAR to enhance the Trust's overall performance in this respect.

- Collate and produce newsletter / publications which inform the Trust of good examples of practice, identifying positive outcomes from audits.

- To be responsible for the downloading and dissemination of legal updates to key staff including producing weekly ET reports, monthly Board reports and monitoring / reporting on all action logs.

- To be responsible for the creation and maintenance of various spreadsheets and charts, producing management information and reports as required for monitoring and auditing purposes.

- To be responsible for developing and maintaining relevant internal and external databases ensuring records are accurate and up to date, working to agreed outcomes and in line with statutory requirements.

- To maintain a library of relevant documentation and legislation in respect of the aforementioned work streams and disseminating any changes to practice or law to the team.

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation.

EPUT's Publication Scheme is located on its Website at the following link
https://eput.nhs.uk