

# Freedom of Information & Information Governance Administrator

## Job Description & Person Specification –

A summary of the role responsibilities and person specification



University Hospitals  
Bristol and Weston  
NHS Foundation Trust

### Why Our Trust?

#### Terms and conditions

**Post – Freedom of Information & Information Governance Administrator**

**Division – Trust Services**

**Department– Corporate Governance**

**Band – 4**

**Salary – £22,549 - £24,882**

**Location – Trust Headquarters**

**Hours of work – 37.5 hours per week**

**Contract length – Permanent**

**Annual leave – Up to 33 days dependant on NHS Service**

**Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: [www.nhsbsa.nhs.uk/pensions](http://www.nhsbsa.nhs.uk/pensions)**

#### What you'll love about working here

**We are outstanding!** The CQC rated the organisation as Outstanding for services being caring and well-led. The Trust was the first in the country to go from Requires Improvement to Outstanding in 2017, and is now the first to do this and then retain this rating. The Trust is currently one of only seven in the country to have been rated Outstanding twice, and one of only three general acute Trusts to achieve this.

**A digital exemplar-** Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

**Sustainable healthcare -** We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

#### Access to further opportunities with the Trust

Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7.

As an organisation we encourage further development of all employees to progress upward within their chosen field.

#### About us

**Our mission** is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

#### Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

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Respecting everyone  
Embracing change  
Recognising success  
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Our hospitals.



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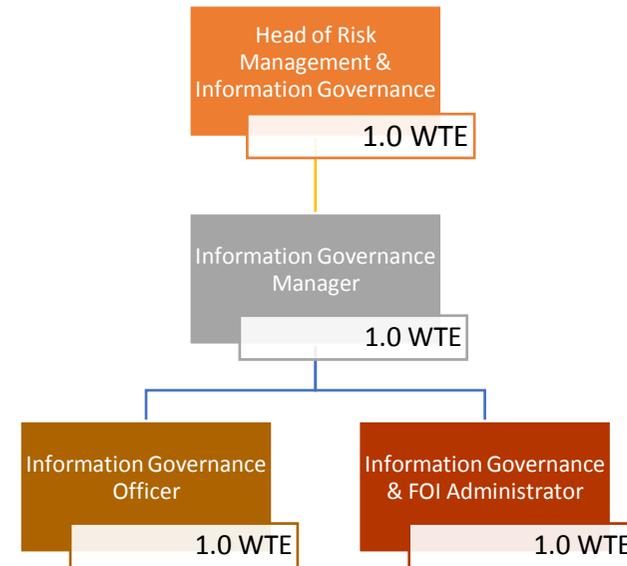
### Main Duties and Responsibilities

The role is to provide general administrative support to the Information Governance Team, particularly providing effective administration of Freedom and Information requests made to the Trust, and maintenance of the Trust's publication scheme.

The post holder will:

- Log all requests for information and approach the relevant teams across the Trust for responses.
- Collate all responses received and send to the Information Governance Manager for approval.
- Ensure exemptions are applied where appropriate in line with the Freedom of Information Act 2000 and providing guidance on their application.
- Proactively following up on overdue responses across the Trust.
- Produce compliance reports and sit reps for the IG Manager and IRMG.
- Maintain the Trust's publication scheme and Freedom of Information webpages.
- Provide advice and guidance to Trust staff on the Trust's Freedom of Information policy and processes.
- Act as the Trust's main point of contact for external and internal inquiries regarding Freedom of Information.
- Provide secretarial services to the IRMG (distribution of papers, minute taking etc).
- Undertake any other administration duties and support for the Information Governance Team.

### Organisational Structure



### Key Relationships

Speciality Leads  
Divisional Governance Leads  
Corporate Governance Teams  
Information Risk Management Group (IRMG) Members

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**Personal Profile** - (E) = Essential (D) = Desirable

### Knowledge and Experience

Previous experience working with FOI requests. (E)

Knowledge of Information Governance principles. (E)

Experience of working prioritising own work and meeting deadlines. (E)

Experience of working in a busy office environment, utilising legal or organisational, secretarial and administrative skills. (E)

### Qualifications and Education

Practitioner Certificate in Freedom of Information. (D)

Computer literate to a high standard. (E)

### Analytical & Judgemental Skills

Excellent administrative skills to include word processing skills. (E)

Excellent communication and interpersonal skills in order build and maintain positive working relationships, inspire confidence. (E)

Ability to work under own discretion and initiative in order to meet strict and pressing deadlines. (E)

Able to quickly understand complex concepts and prioritise accordingly. (E)

Manage priorities and expectations in a professional and tactful manner, understanding the often sensitive and confidential nature of the subject matter. (E)

A pride in quality and accuracy of work. (E)

Self-motivated and keen to explore new methods of working. (E)

Co-operative, helpful and flexible attitude to work. (E)

Willingness to undertake appropriate training and develop additional skills. (E)

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### Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

### Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

### Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

### Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

### Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.