

Head of Risk Management & Information Governance

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 – Head of Risk Management & Information Governance

Division – Trust Services

Department – Corporate Governance

Band – 8c

Salary – £63,751 - £73,664

Location – Trust Headquarters

Hours of work – 09:00 – 17:00

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

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

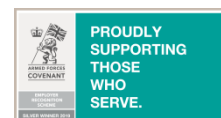
A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'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
Working together
Our hospitals.



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Main Duties and Responsibilities

The role of the Head of Risk and Information Governance is to be responsible for strategic and operational management of the Corporate Risk Management and Information Governance Functions, and to leads in the development, interpretation and Trustwide implementation and monitoring of the Risk Management and Information Governance Frameworks, in support of the achievement of the Organisations Strategic and Corporate Objectives.

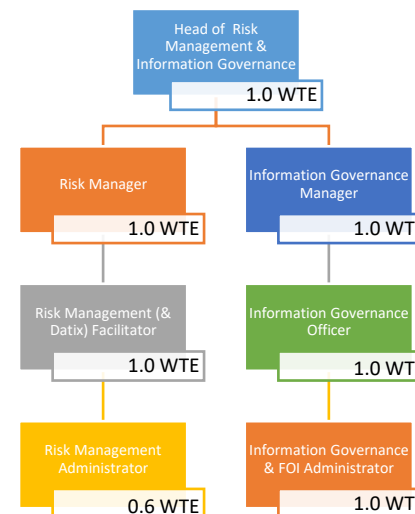
The post holder will lead on Risk Management Policy development and implementation, will report to the Board in relation to the identification of significant risks to the achievement of the Organisations Strategic and Operational objectives, oversee the development of robust action plans to ensure that the risks are mitigated, and be the organisation's subject matter expert on all risk related matters and will provide an annual assurance statement on Risk Management to the Board of Directors as part of the annual Governance Statement.

The post holder will lead on Information Governance Policy development and implementation and be the organisation's subject matter expert on all Data Protection related matters and will provide an annual assurance statement on Data Protection to the Board of Directors as part of the annual Governance Statement.

The post holder will hold the position of Data Protection Officer (DPO) for the Trust and carry out the tasks assigned to the Data Protection Officer in Article 39 of the General Data Protection Regulation 2016 including monitoring and advising on compliance with all privacy related legislation and standards

The post holder will be information asset owner of the Trustwide Risk Management System (Datix), and be responsible for the management, maintenance and continued development of the system across all modules including complaints, claims, incidents, risk and CQC accreditation.

Organisational Structure



Key Relationships

Trust Board of Directors
Corporate Heads of Services
Divisional Triumvirates
Senior Operational Managers
Trustwide Governance Leads

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Main duties and responsibilities Risk Management

- Provide specialist advice on all risk management matters to Risk Management Group, relevant sub-committees and divisional governance groups across the Trust, providing guidance on highly complex risk and governance matters where there can be differing opinions, interpreting policies, legislative/statutory requirements and recommending appropriate courses of action.
- Establish and maintain a proactive and integrated approach to Enterprise Risk Management and be the recognised authority and advisor on all risk management providing expert advice and guidance to ensure Trust meets its statutory responsibilities and is responsive to change.
- Provide leadership and professional advice on all aspects of risk management developing and embedding a positive culture towards the management of risk.
- Be responsible for the development, review and ongoing delivery of a prioritised risk management and assurance implementation plan that reflects the strategic aims of the organisation and the operational needs of divisions, sites and services.
- Ensure that risks identified from external regulatory and audit reviews and other national reports are assessed and used to inform the corporate risk registers as appropriate; implement reporting systems to provide assurance to individual directors, divisions, committees, and the Trust Board of Directors.
- Provide support to Executive Directors, Senior Managers, Clinicians and key personnel to undertake risk assessment, analyse risk data to develop and review risk registers and deliver regular progress reports to operational groups, Committees up to the Trust Board of Directors.

Main duties and responsibilities Information Governance & Data Protection

- Be the recognised authority on all Information Governance (IG) matters within the Trust and as such provide an organisational wide advisory and guidance service on highly complex information legislation matters where there can be differing opinions.
- Assess the impact of changes to national IG initiatives and to the IG Toolkit, and advise the Information Risk Management Group (IRMG) of such changes, making recommendations to the Trust and ensuring that actions plans are prepared, agreed and implemented in order for the Trust to meet national IG requirements.
- Liaise with the Information Commissioner's Office (ICO) on Data Protection matters and ensure that the ICO's guidance is made available to Trust employees.
- Provide specialist advice on all IG and Data Protection matters to Audit Committee, IRMG and other relevant committees across the whole Trust.
- Develop and implement processes to resolve issues of non-compliance across the Trust, offering a range of options which are suitable both for service provision and for legislative compliance.
- Monitor and audit compliance with policies and procedures across the Trust through site visits, including inpatient, outpatient and corporate areas, initiating actions to address areas of non-compliance and reporting on progress and risks to the IRMG.
- Manage and co-ordinate completion of the annual Trust Information Governance self-assessment with Trust leads, using the NHS Digital Data Security and Protection Toolkit.

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Communication & Relationship Skills

The Post Holder will be required to provide, receive and analyse highly complex, sensitive or contentious information on order to overcome barriers to understanding including presentations to large groups such as Senior Leadership Team, Audit Committee or Risk Management Group or where there are significant barriers to acceptance which need to be overcome

They will communicate with internal staff and external agencies to ensure compliance with performance targets and achievement of strategic objectives. This may involve lengthy negotiation and diplomacy.

Knowledge, Training & Experience

The Post Holder will use specialist in-depth professional knowledge of risk and IG disciplines to:

- Maintain an IG risk register, ensuring that all major risks are brought to the attention of IRMG and appropriate senior managers for action.
- Ensure the Trust's Data Protection registration is maintained and all other external IG regulatory or audit requirements are completed and reported in a timely and efficient manner to the appropriate monitoring body.
- Oversee maintenance of an appropriate, up-to-date Information Governance evidence portfolio so that it is available to support Care Quality Commission reviews and/or internal and external audits.
- Develop and implement plans and report progress reports to the IRMG on a regular basis.
- Act as the Trusts representative on all local, regional and national Information Governance related meetings on behalf the Trust, providing feedback to relevant Trust working and steering groups.
- Take corporate responsibility for Information Governance compliance in the procurement of new goods and services.
- Be responsible for practical application of current European general data protection legislation (GDPR).
- Provide leadership, support and guidance to the Trust's Information Asset Owners to ensure that IG provision is clearly understood and enables full integration across the whole Trust.

- Co-ordinate, develop and lead the Information Asset Working Group to support Information Asset Owners.
- Be responsible for identifying Trust-wide Information Governance (IG) training needs, ensuring that IG statutory and mandatory, as well as recommended, learning requirements are clearly defined, that training courses and information material on IG available to staff meet those needs, and that the Trust meets its associated performance target of 95% compliance.
- Be responsible for the development, maintenance and delivery of the IG component of the Trust Induction Programme, along with a comprehensive series of Information Governance related training courses for all Trust staff, and for defined roles, to enable staff to meet their legislative requirements.
- Develop, deliver and evaluate training and workshops on confidentiality on information security, and other information governance subjects at various levels of complexity and in varying settings.
- Through the development and delivery of suitable training programmes, the post holder will be responsible for raising the profile of risk management within the organisation and providing appropriate support to staff in relation to these areas
- Be responsible for identifying Trust-wide Risk Management training needs, ensuring that recommended, learning requirements are clearly defined, that training courses and educational material is available to staff meet those needs.
- Develop, deliver and evaluate training and workshops on Risk Management subjects at various levels of complexity and in varying settings.
- Develop and deliver Trust-wide risk management training programmes to clinicians and managers.

Act as the Trusts Data Protection Officer

The post holder will:

- Operate impartially within the organisation with direct access and reporting to the Trust Board and Trust Board members in carrying out this role.
- Possess integrity, professional ethics and sound judgement to fulfil the role within the organisation including at Trust Board level.

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- Communicate effectively with the highest levels of management including Trust Board members.
- Be the first point of contact for supervisory authorities (the ICO).
- To be the first point of contact for individuals whose data is processed; the data subject (employees, patients, carers, service users, etc.).
- The DPO must declare any conflicts of interest both internal and external which may affect their ability to provide impartial and independent advice to the Trust on matters relating to data protection.
- Possess the skills to implement essential elements of GDPR such as the principles of data processing, data subjects' rights, data protection by design and by default.
- Manage complaints raised by the Information Commissioner's Office where alleged breaches of legislation have occurred.

Analytical & Judgemental Skills

The post holder will:

- Analyse highly complex performance facts or situations requiring analysis, interpretation, and comparison of a range of options in areas where expert opinions may differ, in relation to the achievement of strategic objectives; corporate strategies and business plans,
- Be responsible for maintaining the Corporate and Strategic risk register in conjunction with Executive leads, ensuring that all major risks are brought to the attention of the Senior Leadership Team (SLT), RMG and appropriate senior managers for action.
- Oversee maintenance of an appropriate, up-to-date Risk Management evidence portfolio so that it is available to support Care Quality Commission reviews and/or internal and external audits.
- Establish priorities and action plans for implementation by the Senior Leadership Team to address any perceived weaknesses in the System of Internal Control with respect to risk and risk management.
- Facilitate the effective reporting of risk in the organisation, and where appropriate, to stakeholders and regulators.
- Establish systems for communicating on risk management and activity across the Trust.
- Attend, committees and groups in an advisory capacity to support and deliver risk

management and assurance reports.

- Investigate complex complaints in relation to Information Governance on behalf of the Trust ensuring a thorough and fair assessment in relation to highly sensitive information.
- Collate and analyse performance statistics on aspects of information governance to identify trends and areas for action and improvement.
- Provide advice and monitoring on Privacy Impact Assessments (PIA) and ensure that PIAs are carried out on all relevant projects.
- To submit any necessary privacy impacts to the ICO for review.
- Monitor arrangements to ensure that data access information requests, including requests for access to health records, are processed within the permitted timescales and assurance can be provided to the Trust as to compliance.
- In conjunction with IM&T ensure the Trust Information asset register of systems and files containing personal information and associated security arrangements is updated and maintained.
- Update and maintain the Trust's Data Protection Registration entry, as required by the Information Commissioners Office.
- Lead the monitoring of information processing against agreed standards by undertaking inspections and audits of information security and confidentiality arrangements within the organisation
- Develop and maintain Trust privacy and fair processing notices.
- Contribute to the development of a culture of openness allowing appropriate information to flow freely.

Physical Skills

The Post Holder will demonstrate physical skills obtained through practice such as proficient keyboard skills, excellent use of IT equipment including management of workspaces and databases (Datix, Information Asset Register).

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Responsibility for Policy/Service Development

The post holder will:

- Lead on and be accountable for, the development and implementation of Trustwide strategies, frameworks, policies and procedures for Risk Management and IG that meet the strategic and operational needs of the organisation and reflect best practice and National guidance.
- Advise the Trust on how to meet risk and IG policy requirements when working with external organisations in a manner that is consistent with the overall standards and objectives of the current Risk Management and IG Policies, Strategies and Frameworks.
- Advise and support the Trust Board of Directors to develop the Risk Management Strategy and establish the Board's risk appetite statement, working closely with the Chief Executive, Deputy Chief Executive and Director of Corporate Governance.
- Maintain a detailed working knowledge of current NHS policy and developments that may affect management of strategic, corporate or information risk
- Support subject matter experts in the development and delivery of the Trust's Procedural Documents Management policy and Corporate Records Retention Policy to ensure legislative compliance and in support of strategic objectives.

Responsibility for Human Resources

The post holder will:

- Be responsible for the management of the risk and information governance teams, ensuring the members of the teams are bound by the common objective of continuously striving for quality improvement in the service delivered
- Identify and where appropriate deliver training and developmental opportunities for members of the teams.
- Effectively lead and motivate staff by contributing to the identification of personal and professional development needs through appraisal.
- Provide support to the Trust Secretariat in meeting shared objectives.
- Use software to develop performance management reports; responsible for performance management of Datix and IG systems.
- Effectively lead and motivate staff by contributing to the identification of personal and professional development needs through appraisal.

Planning & Organisational Skills

The post holder will:

- Formulate long term risk management and information governance improvement plans involving uncertainty, impact on organisation.
- Assist in the development of business plans and strategies and advise on risk and IG implications and considerations.
- Be an active member of the Trusts Policy Assurance Group, contributing to Trustwide and corporate policies and strategy approval.
- Formulate long term strategic risk and IG improvement plans designed to improve engagement with the wider organisation.
- Develops business plan, strategy for area of activity, makes major contribution to corporate policies and strategy.
- Proactively produce, maintain and monitor the Trust's Information Governance improvement plan and report regularly on progress to the Information Risk Management Group.

Responsibility for Financial & Physical Resources

The post holder will:

- Be responsible for the budget for the risk management and information governance functions and the Datix system.

Physical Effort

The post holder will be required to undertake office/desk based work involving prolonged periods of time in a restricted position when inputting at a keyboard and reading reports.

Emotional Effort

The post holder may be exposed to frequent distressing or emotional circumstances and situations including Imparting unwelcome news, e.g. where performance targets not met, job loss, redundancy investigations

- Regular VDU use.
- Regular requirement to travel.

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Responsibility for Information Resources

The post holder will:

- Record personally generated information risk and IG information and use software to develop reports.
- Update information systems such as Datix and clinical systems e.g. Medway, Evolve.
- Regularly use software to develop performance reports and monitor KPI's on risk management and information governance.

Responsibility for Research & Development

The post holder will:

- Undertake R & D as required for the purposes of improving systems and processes.
- Undertake complex surveys relating to service improvements or performance management

Mental Effort

The Post Holder will be required to demonstrate:

- Frequent prolonged periods of concentration
- Management of an unpredictable and frequently changing work pattern.
- Concentration required for investigating problems, analysis of performance data and policies.
- Effective prioritisation of interruptions requiring immediate responses.
- In-depth mental attention and pro-active engagement and active engagement in meetings.

Freedom to Act

The post holder will:

- Be required to interpret Trust strategy, in order to establish goals and standards.
- Be accountable for risk management and information governance activity
- Demonstrate autonomy to act independently.
- Report directly to the Board in role of Data Protection Officer
- Deputise for the Director of Corporate Governance as appropriate, with delegated authority of conduct.

Educated to masters level or able to demonstrate an equivalent level of relevant senior professional experience gained within an NHS Organisation.

Risk Management qualification to post graduate diploma or equivalent relevant senior level experience.

Qualified and practicing risk professional.

Qualified Datix Certified Professional.

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

Knowledge and Experience

- E1. Expert knowledge of risk management and information governance in a range of corporate disciplines, including business, strategy, clinical and operational service delivery (E)
- E2. Significant knowledge and experience of the practical application of the fundamental principles of risk management and information governance (E)
- E3. Significant experience of working as an autonomous risk practitioner (E)
- E4. Significant experience identifying, collecting, and analysing, comparing and interpreting highly complex data from numerous different sources to produce information risk intelligence reports (E)

Qualifications and Education

- Q1. Educated to masters level or able to demonstrate an equivalent level of relevant senior professional experience gained within an NHS Organisation (E)
- Q2. Diploma in Risk Management or equivalent relevant master's level qualification (E)
- Q2. Certified Data Protection Officer (E)
- Q3. PRINCE 2 or equivalent project management qualification (E)
- Q4. Qualified Datix Certified Professional (E)

Analytical & Judgemental Skills

- S1. Ability to assimilate, assess and communicate analyses of highly complex, and sometimes contentious or contradictory information to a variety of audiences where potentially differing and opposing opinions and barriers to understanding will require tact and diplomacy (E)
- S2. Excellent interpersonal and presentation skills; able to effectively interact with and influence directors, senior managers, and clinical staff (E)
- S3. Excellent organisational skills and an ability to prioritise workload within rigid and challenging deadlines (E)
- S4. Excellent IT skills – databases, excel, word, outlook and internet (E)
- S5. Ability to apply critical thinking (E)
- S6. Excellent problem solving skills (E)
- S7. High level of attention to detail and accuracy in producing and reviewing reports and data (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.

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