# JOB DESCRIPTION

**JOB TITLE** | Information Governance Manager  
**PAY BAND** |  
**DIRECTORATE / DIVISION** | Corporate Affairs & Governance  
**DEPARTMENT** | Corporate Affairs & Governance  
**BASE** | East Cheshire NHS Trust, Macclesfield District General Hospital  
**RESPONSIBLE TO** | Deputy Director of Corporate Affairs & Governance  
**ACCOUNTABLE TO** | Deputy Director of Corporate Affairs & Governance  
**RESPONSIBLE FOR** | To be agreed  

## Organisational Chart

```
Director of Corporate Affairs and Governance  
(1.0 WTE)  
Deputy Director of Corporate Affairs and Governance  
8c (1.0 WTE)  
Head of Patient Safety, Governance and Risk  
8a (1.0 WTE)  
Risk Manager  
7 (1.0 WTE)  
Legal Services Manager  
7 (1.0 WTE)  
Customer Care Manager  
7 (1.0 WTE)  
Clinical Effectiveness Manager  
7 (0.8 WTE)  
```

Joint working and cross cover

```
Business Manager  
6 (1.0 WTE)  
Emergency Preparedness and Fire Manager  
7 (1.0 WTE)  
Information Governance Manager  
7 (1.0 WTE)  
Health and Safety Manager  
7 (1.0 WTE)  
```
**Job Summary**

Responsible for the daily operational management and performance of the Information Governance Service and act as Data Protection Officer for the Trust.

Provide advice and support to the Deputy Director of Corporate Affairs and Governance in relation to information governance. Support the Trust’s Caldicott Guardian and SIRO to enable the Trust to adhere to all regulations and standards. Support the effective monitoring of services provided to the Trust by Cheshire ICT and where issues are identified that these are escalated to the Deputy Director of Corporate Affairs & Governance. Develop Information Governance policies with other identified experts. Provide advice and training on all aspects of Information Governance.

---

**Key Duties/Responsibilities**

**Information Governance Responsibilities**

- Day-to-day management of information governance service provision to all users:
- Setting standards for service and work performance, in accordance with NHS standards
- Production of information and achievements for key areas relating to Information Governance
- Monitor Business Continuity and Disaster Recovery procedures for Information Governance in conjunction with Cheshire ICT in accordance with ISO17799 BSI standards and Information Security Policy
- Responsibility for training others and publicising Information Governance to other members of staff outside the department
- Ensure robust systems are in place for the management of corporate records in line with national standards, taking the lead role for corporate records for the organisation
- Work with Cheshire ICT to ensure that Trust Information Governance standards of work are in place for all elements of Information Security

**Data Protection Responsibilities**

- As the identified Data Protection Officer ensure that the organisation complies with the Data Protection Act 1998, and employees are fully informed of their own responsibilities for acting within the law and that the public, including employees, are informed of their rights under the Act, where there are any concerns escalate these to the Deputy Director of Corporate Affairs and Governance.
- Co-ordinate Data Protection Act activities (including training) with other Information Governance Leads (including Records Management and Secondary Uses Assurance, Confidentiality and Data Protection Assurance and Information Security Assurance) and attend such information governance group meetings as necessary
- With the Deputy Director of Corporate Affairs and Governance develop and implement a suitable and relevant Data Protection policy and ensure it is reviewed on an annual basis
- Liaise with the Caldicott Guardian and Information Security Officer to establish and maintain a register of responsible owners for sets of information.
- Liaise with the Caldicott Guardian and Information Security Officer to develop and implement a mechanism for defining and maintaining information flow maps within the Trust, and between the Trust and partner organisations - providing advice where necessary
- To undertake systematic Data Protection Act compliance audits in accordance with Information Commissioner's audit tool
- Assist with investigations into complaints about breaches of the Act and undertake reporting/remedial action as required. Maintain a log of any incidents and remedial recommendations and actions
• Provide reports to the Deputy Director of Corporate Affairs & Governance for submission to the Board on the organisation’s compliance with the Data Protection Act and related provisions
• Promote Data Protection awareness throughout the organisation.
• Ensure written information on Data Protection is available for provision to patients and employees
• Develop and maintain processes for subject access requests for information by patients and employees exercising their rights under the Data Protection Act
• Liaise with the Caldicott Guardian, Information Security Officer and to develop and implement a Data Protection awareness and training programme
• Providing expert advice on the Data Protection Act and related issues

Responsibilities for Human Resources
• Manage staff within the Information Governance function which includes responsibilities for training and development, recruitment, induction, appraisal and personal development planning, allocation and monitoring of work, discipline & grievance handling and recruitment and retention

Communications and leadership
• Communicate verbally and in writing with staff at all levels both internal and external to the organisation to promote best practice in the areas of Information Governance
• Be the identified lead within the Trust for management of the Information Governance Toolkit, and general promotion of Information Governance
• Ensure compliance with NHS standards and targets for Information Governance
• Support the implementation of relevant Trust and Departmental policies and take the lead as appropriate
• Provide support and advice across the Trust for relevant areas of Information Governance
• Ensure Cost Improvement Plans are delivered
• Work innovatively to support a matrix approach to working across the Directorate

Planning and organising
• To develop strategies to enable the effective functioning of the Information Governance function within a frequently changing environment

Partnership working
• With Deputy Director of Corporate Affairs and Governance develop effective relationships between the Information Governance Service and other areas, both internal and external to the Trust
• Work with Health Records and other departments to develop the Trust Information Governance Plan.
• Advise and lead the management of corporate records ensuring that all appropriate systems and process are in place
• Undertake departmental system checks in keeping with the Information Governance Toolkit requirements.
• Manage and ensure compliance with NHS Information Governance strategies and NHS and Care Quality Commission Standards
• Ensure effective relationship and working with Trust Data Protection Officer

Analysis and data management
• Provide data analysis to support and promote the use of best practice in areas relating to Information Governance across the Trust
• Assist in the performance of confidential investigations.
• Assist in ensuring Trust data, retained within systems supported, is secure and operates in accordance with defined Connecting for Health regulations
• Responsible for accurate provision of access to records requested under Data Protection and Freedom of Information Acts
This list of duties is not intended to be exhaustive, but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service

**GENERIC CLAUSES FOR ALL JOB DESCRIPTIONS**

- To maintain a broad understanding of the work of the Corporate Affairs and Governance Directorate and of Trust as a whole, and actively contribute your ideas for the improvement of service provision
- To ensure own actions contribute to the maintenance of a quality service provision
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post
- To participate in Trust’s Performance and Development Review and to undertake any identified training and development related to the post
- To undertake statutory and mandatory training as deemed appropriate by the Trust
- To develop and maintain effective working relationships with colleagues
- To adhere to all Trust policies and procedures

**Health & Safety:**

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL accidents must be reported to your manager and in line with the general philosophy of the Trust; you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines.

**Infection Control:**

All staff have a duty to comply with all relevant ECNHST guidelines and policies in relation to Infection, Prevention and Control. You have a duty to ensure that you minimise the risk of infection, infectious diseases and particularly Hospital Acquired Infection. This responsibility includes minimising the risk by highlighting any concerns you may have to the appropriate person as identified in the policies and guidelines.

**Risk Management:**

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

**Data Security:**

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

**Confidentiality:**

Working within the trust you may gain knowledge of confidential matters which may include manual / electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

**Equality & Human Rights:**

The Trust will ensure that job applicants and prospective and current employees are treated solely on the basis of their merits, abilities and potential without any unjustified discrimination on grounds of age, gender, gender reassignment, sexual orientation, disability, family circumstances, race, colour, nationality, ethnic origin, religion or belief, trade union activity & social and economic status.
Codes of Conduct and Accountability:

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

**Criminal Records Bureau (CRB)**

“REHABILITATION OF OFFENDERS ACT: This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a criminal check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions”.

The Trust requires a Standard Disclosure through the Criminal Records Bureau for this post to ensure suitability for employment.

THE TRUST OPERATES A NO SMOKING POLICY
# PERSON SPECIFICATION

## JOB TITLE
Information Governance Manager

## PAY BAND

<table>
<thead>
<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
<th>METHOD OF ASSESSMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>(Application / Interview/ Assessment)</td>
</tr>
</tbody>
</table>

## QUALIFICATIONS
- Management qualification or 3 years management experience
- ISEB Data Protection certificate, ISEB Freedom of Information certificate or other relevant qualification
- NHS managerial experience
- IHRIM certificate

## KNOWLEDGE
- Excellent working knowledge of information governance and the requirements
- Excellent working knowledge of the Data Protection and Freedom of Information and their application in practice
- Awareness of local and national information strategies and their implications
- Financial management and control
- Understanding of QA processes
- Good working knowledge of the NHS and its strategies.

## SKILLS
- Excellent problem solving skills
- Project management skills
- General management skills
- Good organisational and communication skills both written and oral
- Self motivated and innovative
- Report writing and presentation skills
- Ability to motivate and manage staff
- Ability to manage multiple tasks simultaneously to achieve deadlines, and respond quickly to change
- A proactive approach to problem solving in the workplace
- Highly developed organisational, communication and time-management skills

## EXPERIENCE
- Experience of managing staff
- Experience of developing credibility with
managers and the service organisation.
A good level of IT literacy.
Experience of dealing with sensitive / contentious situations.

<table>
<thead>
<tr>
<th>SPECIFIC JOB REQUIREMENT</th>
<th>Organising and leading presentations to a wide audience.</th>
<th>Application / Interview</th>
</tr>
</thead>
</table>
| OTHER                    | Required to use a VDU daily
Required to undertake prolonged concentration.  
May be required to use own transportation to attend external events.| Application / Interview |

The Trust requires a Standard Disclosure through the Criminal Records Bureau for this post to ensure suitability for employment.

**Signature of Post holder:** ................................................................. **Date:** ................................

**Print Name:** ..................................................................................

**Signature of Manager:** ................................................................. **Date:** ................................

**Print Name:** ..................................................................................