

Dear

Thank you for your Freedom of Information request concerning staff dealing with FOI requests.

The Trust can provide the following information:

1. Please give Job titles of all staff who deal with processing FOI requests either as their whole job or when it forms part of their role (I do not mean staff who may be asked for information to answer requests)-

**Information Governance Manager and Information Governance Administrator**

2. Please give FTE for these posts or, if it forms part of another role, the % of the job which is given to dealing with FOI requests. e.g. 0.4 FTE of job. This can be a rough approximation.

**Information Governance Manager - 0.2 FTE of job Information Governance Administrator- 0.4 FTE of job**

**These are both rough approximations (City & Hackney Community Health Services integrated with Homerton University Hospital NHS Foundation Trust on 1<sup>st</sup> April 2011. Both roles came over with the Community)**

3. Please give the Agenda for Change Band for this post/s

**Information Governance Manager- band-8a , Information Governance Administrator- band 4**

4. Please give the number of FOI requests you have received since 01.01.2013 until 01.10.2013 (10 calendar months)

**338**

5. If time allows, please include job descriptions

**Please see attachment**

If you have any queries about this response please contact the information governance manager at [foi@homerton.nhs.uk](mailto:foi@homerton.nhs.uk) , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) to take them further.

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the Publication Scheme that is the copyright of third parties. You must obtain authorisation to reproduce such material from the copyright holders concerned.

Yours sincerely

James Cook  
Information Governance Administrator

**Matthew Hall**  
**Information Governance Manager (Deputy Caldicott Guardian)**



**Job Title:** Information Governance Administrator

**Job Reference:**

**Division:** Community Health Services – Children and Families

**Band:** 4

**Working Hours:** Full Time- *Consideration will be given to flexible working requests*

**Tenure:** Permanent

**Responsible to:** Information Governance Manager

**Accountable to:** Associate Director Children and Families Services

**Location:** St Leonards – The post holder will be required to work at other sites as dictated by the needs of the service.

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## **Job Summary**

- The post holder will support the Information Governance Manager in providing an efficient and effective Records Service
- The post holder will support the Information Governance Manager to effectively implement sound information governance procedures within the Trust

### **1. Key Working Relationships**

- 1.1 To promote Information Governance within the organization ensuring all activities are compliant with the requirements laid down in the Information Governance Toolkit
- 1.2 To work pro-actively with other departments such as Estates and Facilities, ICT and with the Health and Safety Manager where premises management, health and safety and risk management impact on records management and information security
- 1.3 To assist in providing support to Trust services development that require Information Governance involvement

### **2. Functional Responsibilities**

#### **2.1 Administrative:**

- 2.1.1 To assist the Information Governance Manager and Information Governance Team in providing full administrative support including photocopying Subject Access Requests, diary and meeting management
- 2.1.2 To provide administrative support for all Information Governance training sessions provided and when required to help facilitate the training
- 2.1.3 To maintain the database used to index, identify retention periods and track record locations within the Department
- 2.1.4 To prepare records for disposal
- 2.1.5 To maintain database for Archiving requests made to Information Governance
- 2.1.6 To maintain database for tracking Records requests made by staff
- 2.1.7 To assist the Information Governance Manager with the distribution of publicity material across the Trust
- 2.1.8 To administrate the Freedom of Information Requests Process and to maintain the database
- 2.1.9 To assist Information Governance manager with audits

## **2.2 Information Management.**

- 2.2.1 To ensure all records returned to the records library are stored and filed correctly.
- 2.2.2 To retrieve all records that have been requested for by both internal departments and external agencies. To ensure that all records that are moved out of the records stores are traced in accordance with departmental guidelines.
- 2.2.3 Working with colleagues in performing routine and specialist audits relating to Information Governance
- 2.2.4 Working with the Information Governance Team to assist with the delivery of effective Records Management guidance and support
- 2.2.5 To assist with the listing of all records held within the archive Department
- 2.2.6 To maintain the procedure for correspondence sent to unknown GPs

## **3. Operational Responsibilities**

### **3.1 Planning and Organisation:**

- 3.1.1 To ensure all requests for information are completed within the agreed timescales.
- 3.1.2 To co-ordinate all requests for access with relevant departments / services ensuring that pre-authorisation to release is received from nominated health care professionals.
- 3.1.4 To ensure routine maintenance and repairs with the records library and deep archive area are identified and reported to the Information Governance Support Officer

### **3.2 Policy and Service Development:**

- 3.2.1 To support the Information Governance Manager in achieving key milestones of the Records and Documentation Strategy.
- 3.2.2 To ensure all records / documents regarding Access to Information are dispatched under current Trust guidance.
- 3.2.3 To assist with the implementation and monitoring of Information Governance policies across the Trust.

#### 4. **Accountability**

- 4.1 The post holder will be required to ensure that good practice on confidential and information security is strictly adhered to within the service.
- 4.2 The post holder will be required to act to the highest professional standards on confidentiality, information security, data protection and information governance.
- 4.3 The post holder will be expected to inform the Information Governance Manager of any poor performance relating to the above areas. They will also assist the investigation of any issues raised by staff members with the Information Governance Manager
- 4.4 Accountable to the Associate Director Children and Families.

#### 5. **Other Duties**

The above is only an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

The post holder will be required to deputise for the Information Governance Support Officer in their absence.

#### 6. **Confidentiality and Information Security**

The post holder will be expected to maintain the complete confidentiality of all material and information to which they have access and process.

The post holder will act in a responsible manner in regard to Information Security of both manual and digital systems.

#### 7. **Data Protection**

The post holder must, if required to do so, process records or information in a fair and lawful way. They must hold and use data only for the specified, registered purposes for which it was obtained and disclose data only to authorised persons or organisations.

#### 8. **Corporate Governance**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

**9. Equality and Diversity**

The post holder must comply with and promote Equality and Diversity and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership or disability

**10. Health and Safety**

Under the Health and Safety at Work Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the organisation and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards.

**11. Flexibility**

The Primary Care Trust is currently working in a climate of great change within the NHS. It is therefore expected that all staff will develop flexible working practices to be able to meet the challenges and opportunities of working within the new NHS.

The PCT is committed to partnership working with trade union and staff associations therefore, where changes are to be implemented, managers should be able to clearly demonstrate the reasons for the changes and that there is an identifiable operational/organisational need. They will seek to undertake a reasonable communication and discussion process with the employees likely to be directly affected in accordance with the Policy on the Management of Organisational Change.

**12. Risk Management**

Support the implementation of the Trust's Risk Management Strategy

Help the Trust meets its risk management obligations by being aware of hazards and risks within their work environment and working with their local Risk Officers and Risk Facilitators for the reduction and removal of unacceptable risks.

**Signed:**..... (Line Manager)

**Title:** .....

**Date:** .....

## PERSON SPECIFICATION

| ATTRIBUTE                           | ESSENTIAL  | DESIRABLE  | HOW TESTED |   |
|-------------------------------------|--|--|------------|---|
|                                     |  |  | A          | I |
| <b>Education and Qualifications</b> | <ul style="list-style-type: none"> <li>▪ GCSE (or equivalent) level C (or above) in English and Maths</li> <li>▪ Education to GCE A level or equivalent experience</li> </ul>  | Degree level qualification or equivalent experience  | A          |   |
| <b>Skills/ Abilities</b>            | <ul style="list-style-type: none"> <li>▪ Team worker</li> <li>▪ Able to work on own initiative</li> <li>▪ Good interpersonal skills</li> <li>▪ Effective problem solving skills</li> <li>▪ Ability to plan to deadlines</li> </ul> | <ul style="list-style-type: none"> <li>▪ Report writing</li> <li>▪ Minute taking</li> </ul>  | A/I        |   |
| <b>Experience</b>                   | <ul style="list-style-type: none"> <li>▪ Worked as part of a team</li> <li>▪</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Carried out audits</li> <li>▪ Worked in NHS environment</li> <li>▪ Worked within a health records / Information Governance environment</li> </ul> | A/I        |   |
| <b>Knowledge</b>                    | <ul style="list-style-type: none"> <li>▪ Good ICT skills</li> <li>▪ An understanding of the functioning of the NHS</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Knowledge and understanding of the key aspects of the information governance agenda including the Data Protection Act 1998</li> </ul>             | A/I        |   |

A = Application I = Interview

\*\*Posts may indicate a number of years experience. This is to give candidates an idea of the level of skill and experience necessary for the post. Candidates who do not hold the indicated number of year's experience will also be considered provided they can demonstrate that they have the relevant competencies and level of skill for the post.