Dear Candidate

POST: Information Governance Manager
HOURS: 37.5
CLOSING DATE: 23 OCTOBER 2014
INTERVIEW DATE: 17 NOVEMBER 2014

The National Waiting Times Centre Board welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call. Please note that we no longer acknowledge receipt of applications and therefore you will not receive any further communication until after the post has been shortlisted.

In the meantime, I wish you success with your application and should you require any further information or wish to check the progress of your application please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely

Lynn Mitchell
Recruitment Assistant
NATIONAL WAITING TIMES CENTRE BOARD

INFORMATION PACK

FOR THE POST OF

INFORMATION GOVERNANCE MANAGER
REFERENCE NUMBER SHOW/1746

CLOSING DATE: 23 OCTOBER 2014
INTERVIEW DATE: 17 NOVEMBER 2014
GENERAL INFORMATION FOR CANDIDATES

• This information package has been compiled to provide prospective candidates with details of the post and background information about The National Waiting Times Centre Board.

• The contents of this package are as follows:-
  o Job Description/person specification
  o Terms and Conditions of Service
  o Application Form
  o Equal Opportunities Monitoring Form
  o Information on Agenda for Change

• The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.

• Please note, to ensure that we adhere to our current policy on Equal Opportunities; CV’s received with Application Forms will be destroyed prior to Application forms being passed for Short listing.

• NWTC operates a NO SMOKING Policy on all Premises and Grounds.

• All offers of employment will be subject to the receipt of satisfactory References, Occupational Health screening and Disclosure Scotland clearance.

• Please send your completed application to:-

  Recruitment Team,
  HR Department
  Golden Jubilee National Hospital
  Agamemnon Street
  Clydebank
  G81 4DY

• When returning your completed application and any associated enclosures by Royal Mail you must ensure that the correct postage cost is paid. We have been informed by the Post Office that they are retaining those which have been underpaid. This has resulted in completed applications not being returned until after the closing date, and not being included for short listing.

• The short listing process will take place shortly after the closing date.

• As a Disability Symbol user we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
The organisation has introduced a set of shared values. These values will be measured during the Competency Based Interview. The values are:

- We will treat everyone with dignity and respect
- We will take responsibility to do our jobs well
- We will demonstrate our commitment to quality
- We will work effectively with others in teams
- We will display a “can do” attitude at every opportunity
GOLDEN JUBILEE NATIONAL HOSPITAL

TERMS AND CONDITIONS OF SERVICE

1. Terms and Conditions of Service

The terms and conditions applicable to this post are those of all NHS Employees.

2. Superannuation

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employee’s contributions to the NHS Scheme amount to 5% to 13.3% of salary (depending on rate of Pensionable Pay) and the employers’ contribution equates to 13.5% of salary. Employees in the NHS Scheme are “Contracted-out” of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

3. Salary

£26,041 to £34,876

4. Grade

This post is offered on a Band 6

5. Annual Leave

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years’ service and 33 days after 10 years’ service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

6. Hours of Duty

37.5

7. Tenure of Employment

This post is offered on a permanent basis

8. Asylum and Immigration Act 1996

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.
NHS National Waiting Times Centre

Benefits

**NHS Superannuation scheme:**
All staff are eligible to join this scheme from date of commencement. Employee contributions vary from 5% to 13.3% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years’ pay while you are working, pension and allowances for your spouse and children in the event of death, and benefits for ill-health retirement. Members of the scheme receive tax relief on contributions and Lower National Insurance contributions.

**Annual leave entitlement (including public holidays):**
- 35 days annual leave on appointment
- 37 days annual leave after 5 years
- 41 days annual leave after 10 years

**Free car parking**

**Continuing professional development opportunities**

**Discounts at the associated Beardmore Hotel**

- **Leisure Club membership** – Get fit and healthy at the Beardmore Leisure Club for only £28 per month.

- **Childcare vouchers** – If you are a working parent with children under the age of 16 you could save up to £1,196 per parent, per annum on the cost of childcare.

For more information about the benefits and discounts available to NHS staff, visit www.nhsdiscounts.com
## GOLDEN JUBILEE NATIONAL HOSPITAL

### JOB DESCRIPTION –

### 1. JOB IDENTIFICATION

**Job Title:** Information Governance Manager  
**Responsible to:** Information Services Manager  
**Department:** eHealth  
**Job Holder Ref:**

**No. of Job Holders:** 1

### 2. JOB PURPOSE

- To lead the ongoing development of Information Governance and Information Security within the National Waiting Times Centre Board (NWTCB). This incorporates the Golden Jubilee National Hospital, Beardmore Hotel and Conference Centre and the Beardmore Health Sciences Centre.

- To manage a small team who support the Board’s data returns to national audit organisations.

- To support the NWTCB in responding to requests for information from the public in relation to the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004.

- To coordinate the development and implementation of the Records Management Plan for NHS NWTCB, as specified by the Public Records (Scotland) Act 2011.
3. **ORGANISATIONAL POSITION**

![Organisational Structure Diagram]

4. **SCOPE AND RANGE**

Responsibility for ensuring that NWTCB comply with the all legislation as detailed above and future legislation in relation to all of the data, personal, sensitive and corporate, held in manual as well as electronic format.

Representing the organisation nationally/regionally on matters pertaining to Data Protection, Freedom of Information and Information Security.

Responsibility for a small team who support the Boards clinical audit data returns to national audit organisations and external bodies once clinical validation has taken place (such as British Cardiovascular Intervention Society –BCIS)

Contributing to the development and delivery of training to employees, and acting as a point of contact for employees and all other stakeholders.

Number of Staff managed by post holder: 5

Budgets Managed by the post holder: None

Expenditure authorisation level: Not Applicable
5. MAIN DUTIES / RESPONSIBILITIES

1. Support the Head of eHealth in developing, managing, maintaining and reviewing good information management and data handling practices across the Board to ensure compliance with:
   - The Data Protection Act 1998;
   - The Freedom of Information (Scotland) Act 2002;
   - Public Records Scotland Act 2011
   - Records Management and other requirements/good practice relating to Information Governance.
   - Information Security
   - Caldicott Principles

2. Lead the development of a corporate approach for Information Governance including the implementation of corporate information and records management policies, procedures and guidance that will support the Board in meeting its statutory obligations and promote good practice across all departments to improve business and operational efficiency.

3. As a member of the NWTCB’s eHealth Steering Group, lead the Board’s performance management around Information Governance and to regularly report progress and risks relating to Information Governance to the Head of eHealth.

4. Regularly review the NWTCB’s information governance policies and procedures and ensure these are communicated effectively to staff at all levels and relevant service providers and monitor, at a corporate level, compliance with and understanding of the Board’s information governance policies and procedures and the statutory framework.

5. Coordinate the development and effective implementation of a Records Management Plan for NWTCB, as specified by the Public Records (Scotland) Act 2011

6. Assist in the development and implementation of quality standards and audit mechanisms for corporate records management to ensure ongoing compliance with the Records Management Plan for NWTCB.

7. Support the development and maintenance of a Business Classification scheme for the informational assets NWTCB creates and maintains, detailing assets for each functional or service area.

8. Provide input to project groups around implementation of new system when required, ensuring a co-ordinated approach to information governance in all areas of risk.

9. Assist the Head of eHealth in the delivery of specialist advice and training to staff, across the Board on issues relating to all aspects of Information Governance.

10. Keep abreast of developments in Information Governance and keep up to date with ICO
and other guidance on good practice and standards, ensuring that such developments are considered by the eHealth Steering Group before being communicated to staff as required.


12. Act as NWTCB’s point of contact for all communications from the Information Commissioner’s Office and from the Keeper of National Records, Scotland.

6a. EQUIPMENT AND MACHINERY

The postholder uses a PC on a daily basis as part of the standard work tools.

The post requires competent use of computers and software in e.g. Microsoft Office Suite including Word, Access, Excel, Powepoint.

- Photocopier, fax and telephones are also used routinely.
- Audio Equipment
- Video conferencing

6b. SYSTEMS

- Demonstrate a broad understanding of the key determinants of health and healthcare including national policy frameworks
- IT literate and competent in the use of IT systems including document management, privacy detection systems.
- Have the ability to capture, analyse and comprehend performance data to aid decision making
- Has a sound understanding of NHS Board policies and procedures and can apply these consistently

7. ASSIGNMENT AND REVIEW OF WORK

The post holder’s work will be directed by the Head of eHealth, through local delivery plan.

The postholder reports to the Information Services Manager and is responsible for day to day corporate records management.

Review of performance in the post is undertaken through the agreement of performance objectives and individual performance appraisal by the Information Services Manager.

Interaction and relationships with the very diverse range of service users, stakeholders and professional groups is important and may influence the overall direction and priorities of the department.
8. DECISIONS AND JUDGEMENTS

The postholder will determine Information Governance policy needs within Board & submit to the Information Governance Group for approval.

The postholder will advise and support staff on Information Governance issues and will be required to communicate complex legislative information, to all levels of staff regularly.

The postholder will be required to analyse changing legislation to determine the requirements of or possible changes to current practice.

The postholder will help to determine access levels to confidential/sensitive/personal information, in collaboration with other senior staff including the Caldicott Guardian.

The postholder will work closely with the Audit and Research staff to ensure adherence to legislation and guidance on the use of patient specific information.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Ensuring that all staff are fully informed of their responsibilities, with regard to Data Protection, Freedom of Information, Records Management and Information Security and dealing with queries with regard to any of these issues from patients, guests and members of the public.

Advising and guiding staff in relation to work processes with regard to confidentiality, records management, information security, data protection and associated legislation and to suggest compromise where appropriate.

Balancing conflicting priorities and being able to provide support and make decisions on information governance issues, at very short notice.

10. COMMUNICATIONS AND RELATIONSHIPS

- The post holder is expected to communicate with all levels of clinical and non-clinical staff within the NWTCB, and with colleagues in external organisations. Excellent communication skills are required.
- The post holder must establish good working relationships and clear communications with colleagues within the Scottish Government eHealth Department, and other external organisations. These working relationships need to be effective at every level.
- The post holder will be a member of the Information Governance Group.
- The post holder will attend relevant external meetings on behalf of the organisation or department.
- The post holder is expected to have strong presentation skills and to be able to express a view convincingly and coherently, verbally and in writing.
- The post holder will discuss issues of common concern, share good practice, and contribute to the development of eHealth strategies in conjunction with colleagues at senior level both internally and externally.
- The post holder is expected to manage the clinical audit data team and provide direction and support to them.
11. PHYSICAL DEMANDS OF THE JOB

Sustained use of computers, keyboards and mouse, and the requirement for accurate and speedy keyboard skills to meet challenging deadlines.

High level of concentration required and experiencing frequent interruptions, which may not be predictable or scheduled.

Walking, sitting and standing are integral parts of the role as is long periods focussing on VDU screens.

Travelling to and from meetings across Scotland.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Educated to graduate level (or equivalent professional qualification) with demonstrable experience
- Understanding of Data Protection Principles
- Understanding of Principles of Information Security Management
- Understanding of Freedom on Information principles
- Understanding of requirements of Public Records Scotland Act 2011
- Ability to interpret complex legislation and litigation and apply this practically in the interest of Board
- Excellent communication skills to be able to produce accurate, timely and appropriately concise advice
- In depth knowledge of the Health Service would be advantageous
- Ability to interact in a friendly and helpful manner with colleagues. Concern for, and understanding of people and their rights
- Skills in interpreting legal and parliamentary language
- Knowledge of Caldicott Principles and their application with NHS

13. Job Description Agreement

A separate job description will need to be signed off by each job holder to whom the job description applies.

Job Holder’s Signature: Date:

Head of Department Signature: Date:
### EXPERIENCE

<table>
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<tr>
<th>PERSON SPECIFICATION</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tr>
<td></td>
<td>Demonstrable experience of the practical application of complex legislation (e.g. Data Protection, FOI, Publics Records) relating to IG, preferably within NHS.</td>
<td>Experience of records management within NHS Scotland – paper and electronic.</td>
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<td>Evidence of direct line management of staff, within IG, Records Management or Clinical Audit</td>
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<td></td>
<td>Evidence of ability to provide advice and guidance to colleagues at all levels on IG issues.</td>
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### QUALIFICATIONS

|                      | Degree or equivalent                                                                                                                         |                                                                            |
|----------------------|----------------------------------------------------------------------------------------|                                                                            |

### TRAINING

|                      | Information Governance IT Security                                                      | Records Management                                                        |
|----------------------|----------------------------------------------------------------------------------------|                                                                            |

### JOB EXPERIENCE

<table>
<thead>
<tr>
<th></th>
<th>Track record of application of specialist knowledge of IG policies and procedures used within NHS environment.</th>
<th>Previous experience within NHS</th>
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<td></td>
<td>Evidence of knowledge of requirements of clinical audit.</td>
<td>Empathy with and clear understanding of public sector values</td>
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PERSON SPECIFICATION

Post Title: Information Governance Manager
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<tr>
<th>PERSONAL QUALITIES</th>
<th>Excellent interpersonal, communications and presentation skills. The post holder is required to be able to communicate and present, sometime complex issues to groups of staff. Excellent planning and organisational skills</th>
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<tbody>
<tr>
<td>GENERAL</td>
<td>Articulate, customer oriented</td>
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