

JOB DESCRIPTION

JOB DETAILS

Job Title:	Freedom of Information Officer / Corporate Information Officer
Pay Band:	5
Directorate:	Partnerships and Corporate Services
Department:	Corporate Office

ORGANISATIONAL ARRANGEMENTS

Managerial Accountable to:	Senior Corporate Information Officer
Reports to:	Senior Corporate Information Officer
Professionally Responsible to:	N/A
Responsible For:	N/A

JOB SUMMARY / PURPOSE

As an experienced administrator at a higher level, with a track record of the application and implementation of the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIR), the post holder will be part of an experienced and professional team but will be expected to work autonomously.

The post holder will, on behalf of Head of Corporate Office and the Senior Corporate Information Officer work autonomously to ensure the University Health Board (the UHB) fully meets its obligations under FOIA and EIR. The post holder will be responsible for updating the UHB's Publication Scheme in line with ICO Guidance and raising overall awareness of the FOIA and EIR across the UHB. The post holder will also be responsible for ensuring that staff, contractors and members of the public are aware of their rights under the FOIA and EIR.

The post holder will also contribute to the overall work of the Corporate Office Team by drafting responses to correspondence received and provide cross cover support, when required.

MAIN DUTIES AND RESPONSIBILITIES

Service Management

(i) Freedom of Information/Environmental Information Regulations

The post holder has responsibility for ensuring that all requests for information made under FOIA and EIR are managed in line with the appropriate Secretary of State's Codes of Practice, legislation and statutory timescales.

Manage and control the systems for processing and recording all requests for information made under FOIA and EIR, and being responsible for all aspects of administration and operation, working autonomously in managing this area of work. .

Acknowledge all requests for information made under FOIA and EIR, and be able to communicate directly with requestors as required, to obtain clarification on requests, providing them with advice and assistance as required by legislation, on making a valid request for information.

Interpret and analyse the nature of the request in order to instigate the FOI/EIR request process which involves sending requests to the appropriate Services/Department (a single request for information could involve multi faceted responses being required) to collate the requested information, tracking progress to ensure information is received within the required timescale and coordinating the responses.

Ensure timely collation and review of information received from Services/Departments in order to analyse that it meets the requirements of the request and challenge the quality and appropriateness of information provided when it falls short of the appropriate standard.

Preparing responses based on information provided for sign off by the Head of Corporate Office and Lead Executive. This will involve pulling together information from a number of sources, analyzing the information, identifying gaps in the information and providing clear explanations when using exemptions or when providing additional context to explain the information.

Plan and schedule workload appertaining to requests in order to ensure requests for information made under FOIA and EIR are responded to within statutory timescales.

Provide advice, both verbally and in writing, to officers up to Executive level in relation to the use of exemptions of part 2 of the FOIA and exceptions of EIR to ensure legitimacy in their application, referring to the Senior Corporate Information Officer when required.

Review, monitor and maintain the UHB publication scheme in accordance with the Information Commissioner Guidance, to ensure access to accurate and up to date information is available for the public.

Prepare information for the UHB Disclosure Log and ensure it is uploaded within agreed timescales to ensure access to accurate and up to date information is available for the public.

Archive information as required by the records management policy retention schedules.

Participate in meetings, working groups and forums, as required demonstrating a high level of communication skills applicable to audiences at all levels.

Deal with unpredictable work patterns caused by changes in demand for information, prioritising workload efficiently and effectively.

(ii) Corporate Correspondence

Prepare draft correspondence in response to letters to the Chief Executive, Chair and Vice Chair (excluding patient specific requests that are dealt with by Patient Support).

Be able to assimilate complex information and write succinctly and accurately.

Manage the systems for processing and recording all letters sent to the Chief Executive, Chair and Vice Chair requests for information made under FOIA and EIR, and being responsible for all aspects of administration and operation, working autonomously in managing this area of work.

Deal with unpredictable work patterns caused by changes in demand for information, prioritising workload efficiently and effectively.

Service Improvement

Contribute to the production of reports including providing statistics relating to information requests.

Maintain an accurate document management system for FOIA and EIR requests.

To analyse and comment upon any emerging Welsh Government or guidance from other external sources, impacting on the application of the FOIA.

Communications

Deliver awareness and training sessions in a variety of ways for differing skill levels.

Communicate effectively and establish good working relationships with a wide range of people including the Executive Directors, Heads of Service, clinical staff and any officer involved in providing information in response to requests, including external partners/stakeholders where appropriate.

Utilise high levels of communication when liaising directly with external organisations i.e. Health Boards, Contractors, Police and Welsh Assembly Government to obtain or process requests for information and develop/maintain working relationships. Act with tact diplomacy and discretion when subject nature is sensitive or contentious.

Receive and communicate highly complex, sensitive and confidential information in order to prepare responses to information requests.

Act as the contact point for any enquires in regard to requests for information and provide the appropriate advice regarding FOIA and EIR both verbally and in writing to all levels of staff and members of the public.

Develop and update the Request for Information section of the UHB's website.

Develop and maintain guidance materials for staff and staff intranet.

Finance and Resources

Ordering stationery for the department through the LHB Oracle ordering system to ensure that stock levels are maintained at all times.

Personal and People Development and People Management

Provides appropriate guidance to others to improve their knowledge and understanding and shares own knowledge, skills and experience with others to during the course of their duties.

Prepares and takes an active part in the PADR process in accordance with organization policy in partnership with reviewer, identifies opportunities to develop own competence/own skills in order to achieve objectives.

Information Processing

Review and analyse information received from Services/Departments across the UHB to ensure it meets the requirements of the request and identify gaps in information. Interpret information in order that it can be easily understood by members of the public.

Maintain and update the FOI/EIR database to provide an accurate status report of current requests and completed requests.

Maintain an accurate document management system for requests for information made under FOIA and EIR.

Prepare activity reports on requests for information made under FOIA and EIR.

Health, Safety and Security

Act within legislation, policies and procedures relating to information governance.

Attend statutory/mandatory training.

Ensure Health & Safety policies and procedures are implemented in their designated area of responsibility.

Quality

Support others effectively during times of change and work with others to overcome problems and tensions as they arise and ensure that own work load is managed effectively.

Equality and Diversity

Ensure that equality and diversity issues are recognised and addressed in accordance with legislation, policies and procedures.

Actively promote equality of opportunity and diversity in the area of policy management by identifying the requirements of the Equality Impact Assessment (EqIA) process.

Effort and Environmental

Coordinate information requests within tight statutory timescales to avoid breaches of legislation.

Analyse information for preparing responses to requests for information.

Quality assure information received from Services/Departments across the UHB and challenge officers where information is missing, not of the appropriate standard, etc.

Prepare activity reports for UHB committees.

Use of VDU for lengthy periods.

Operate equipment/machinery - PC, photocopier, printers.

Drive a vehicle to and from meetings, work from other sites.

Carry out calculations, Oracle ordering, etc.

General

Other tasks and duties may be determined by appropriate line manager as the role develops.

To undertake other Corporate Office roles in support of the team as and when required, including providing support for the Board and other corporate committees. This will include taking and transcribing formal minutes when required.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Educated to degree level or equivalent</p> <p>Relevant experience of drafting correspondence.</p> <p>ECDL qualification or equivalent.</p> <p>Broad working knowledge of UK and European legislation relating to information processing, in particular the Freedom of Information Act and Environmental Information Regulations</p>	<p>Experience of completing Freedom of Information and Environment Information Regulation requests.</p> <p>ISEB Certificate in Freedom of Information Act</p> <p>Further training in service improvement and/or project management</p> <p>Evidence of continuous professional development.</p>	<p>Application Form</p> <p>Certificates</p>
Experience	<p>Familiarity with NHS information governance standards Experience of delivering measurable outcomes to a timescale, preferably in an NHS environment</p> <p>Experience of development and delivery of training programmes to multi disciplinary audiences.</p> <p>Experience of report preparation and delivery.</p>	<p>Experience of working in an administrative capacity at a higher level in the NHS</p> <p>A good understanding of the health and social care environment and roles and responsibilities within it</p> <p>Experience in dealing with complex and confidential issues</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Aptitude and Abilities	<p>Effective interpersonal and communication skills including the ability to liaise with colleagues throughout the organisation.</p> <p>Excellent organisational and time management skills</p>	<p>Experience of working in an Information Governance (IG) service within a Health or Social Care setting</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>Attention to detail combined with the ability to extract key messages from complex data</p> <p>Ability to work on own initiative and organise own workload without supervision working to tight and often changing timescales</p> <p>Experience of producing complex information in an easy to understand way e.g. corporate documentation, including policies, guidance, reports and presentations.</p> <p>Flexible approach to the needs of the service and team</p> <p>Appropriately assertive, able to challenge bad practice</p> <p>Ability to work in a team as well as on own initiative</p> <p>Professional and confident manner</p>	Experience of processing FOI requests	
Other	<p>Ability to travel between sites in a timely manner</p> <p>Commitment to undertake training and professional development essential to the requirements of the job.</p>	Welsh Speaker	

GENERIC STATEMENTS

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs.

The postholder is required to demonstrate on-going continuous professional development.

At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board.

Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety.

The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility.

The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines.

The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and

responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

It is the aim of the Hywel Dda HB to ensure that no job applicant or employee receives less favourable treatment on grounds of gender, religion, race, colour, sexual orientation, nationality, ethnic or national origins or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the HB has an Equal Opportunities Policy and it is for each employee to contribute to its success.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.

- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis".

IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections.

This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service,