

JOB TITLE Senior Corporate Records Management Officer

BAND 6

Job Summary

- A key role in supporting the Head of Information Governance and Information Governance Managers in co-ordinating the ongoing design and delivery of a robust Records Management Framework for the organisation, working across all services and disciplines, as well as working as the Health Board’s representative on national workstreams and groups such as Health Records Management Advisory Group (HRMAG).
- Play a fundamental role in ensuring compliance with all associated best practice, accreditation, standards, policy, procedures and legislation related to Records Management.
- Use specialist knowledge to support all Records Management (to include health and corporate) arrangements to ensure that the Health Board has a managed and coordinated approach to Records across the organisation and with partner organisations in line with statutory and local regulations.
- Provide specialist advice on Records Management and records related matters throughout the Health Board at both a strategic and operational level. This will include answering complex records related queries requiring analysis and interpretation of relevant and associated legislation e.g. Data Protection legislation, Records Management Code of Practice and Freedom of Information Act 2000 / Environmental Information Regulations 2004.

Responsible to

Reporting: Information Governance Manager	Accountable: Information Governance Manager	Professionally: Head of Information Governance
--	--	---

Responsibilities and Duties

1. Assist in the development, maintenance and delivery of the Information Governance and Records Management programme/agenda including:
 - Data Protection legislation

- Caldicott
 - Code of Confidentiality
 - Freedom of Information
 - Records Management
 - Information Security
 - Information Sharing
2. Encourage best practice in Records Management, confidentiality and legislation across the Health Board and assist in the development of a strong Records Management culture across the Health Board, stakeholders and contractors.
 3. Keep informed of national strategies, legislation and other initiatives that may affect tasks and implementation where appropriate.
 4. Assist in the development, review, communication and implementation of robust Records related policies, procedures and processes across the Health Board by working with colleagues to inform and strengthen the Records Management remit to deliver services efficiently, effectively, securely and confidentially in line with the most recent legislation.
 5. Maintain effective working relationships with colleagues in Localities, Service Directorates and departments when developing or updating appropriate policies, procedures and guidance.
 6. Provide day to day advice, guidance, training and support to staff, contractors and the public on issues that may be complex, sensitive or contentious relating to Records Management in a professional and sensitive manner.
 7. Deputise where required for the Head of Information Governance, Information Governance Managers by providing advice on Records Management to the Digital Director, Caldicot Guardian, Senior Information Risk Owner (SIRO) or other Executive Directors to enable informed decision making. This may include seeking guidance from senior colleagues in other Health Boards via the Health Records Managers Advisory Group (HRMAG), or directly from the Information Commissioner's Office.
 8. Assist the Head of Information Governance, Information Governance Managers in maintaining the Health Board's registration of relevant Information Commissioner requirements and Data Protection requirements.
 9. Apply corporate retention and disposal schedules in accordance with current legislation and best practice standards; arranging for the confidential disposal of records, maintaining the organisation's disposal audit, and liaising with archivists on the appraisal and selection of items required for permanent preservation in the Local Archives Repositories.
 10. Communicate effectively with other members of the Information Governance Team, all levels of staff, stakeholders, contractors, service users, the public, auditors, Welsh Government, Police, and Information Commissioner's Office, etc and will represent the Head of Information Governance, Information Governance Managers where required.
 11. Attend and participate in internal, local working groups and/or national groups on behalf of the Health Board in connection with Records Management.
 12. Extract, analyse, interpret, prepare and produce various Information Governance reports and action plans relevant to records.
 13. Take lead responsibility for the management of specified tasks and projects and be the lead for a variety of functions, records related, within the Information Governance team.
 14. Use initiative to manage and prioritise department staff workload as part of projects.

15. Act independently within appropriate guidelines, policies and legislative frameworks. Manage workload and prioritise own work, and use own initiative to problem solve, working largely autonomously, referring issues to the Head of Information Governance, Information Governance Managers when required, or seeking peer/external advice where necessary.

Monitoring, Audit and Evaluation

16. Contribute to the completion of IG assessments which involve records, including the annual Welsh Information Governance Toolkit for Health Boards and Trusts, to ensure compliance with relevant legislation and policies and procedures.
17. Escalate to the Head of Information Governance, Information Governance Managers issues that reflect any problem in meeting agreed targets; identify and lead actions to rectify and following through for implementation of changes once agreed.
18. Where appropriate and necessary assist in the monitoring of Records Management processes against agreed standards by undertaking audits against current policies, procedures and national standards.
19. Support the Head of Information Governance, Information Governance Managers by taking delegated responsibility for Records Management activities, and where appropriate and necessary undertake organisation wide compliance audits within the identified areas above. Assist in providing evidence for the Health Board's internal and external auditors as required.
20. Provide Board level reports on the Health Board's performance against Records Management key performance indicators, carrying out trend analysis and producing findings and recommendations.
21. Participate in the Records Management standards including national programmes providing reports and recommendations on behalf of the Head of Information Governance, Information Governance Managers.
22. Assist in the audit and contribution of various registers such as the Health Board Information Asset Register and Risk Register.
23. Maintain quality standards and ensure through regular monitoring and data quality audits that these standards are met.
24. If requested, undertake investigations on behalf of the Head of Information Governance, Information Governance Managers in relation to suspected or actual breaches/incidents or complaints relating to Information Governance and Records Management, such as breaches in patient confidentiality and data security, etc, providing reports on incidents and any remedial recommendations or actions taken.
25. Support any responses to public inquiries (including the UK Covid-19 Inquiry)

Digital and Information

1. Assess Records Management requirements for new/revised information systems development including carrying out Data Protection Impact Assessments (DPIAs).
2. Link with the Digitisation project team and other Digital Services projects to ensure seamless integration of patient related information.
3. Manage and support project work that engages with the Records Management function and work closely with the Digitisation Project Team to implement change.
4. Be responsible for developing and implementing strategies and systems to manage the organisation's information assets. The post holder will oversee the design and maintenance of the HDUHB's Information Asset Register system and or databases, ensuring all services/directorates within the Health Board have an Information Asset Register listing all records that they use. This post will have direct responsibility for managing the Information Asset Register system and provide training to others as necessary.

5. Assist with the development, implementation and monitoring of the Information Governance and Records Management intranet and internet site ensuring the sites provide all relevant information to staff and the public on Records Management issues in line with legislation.
6. Responsible for the effective use of resources within areas of responsibility, and for suggesting and contributing to efficiencies to enable the move towards paperless systems across the Health Board.

Training

7. Promote and maintain staff awareness of Records Management through the development, management and delivery of Records Management training and awareness programmes.
8. Promote the equality agenda throughout all aspects of Records Management matters.

Undertake other duties appropriate to the nature of the role, as may reasonably be required of you, commensurate with your grade or general level of responsibility.

PERSON SPECIFICATION

Qualifications and Knowledge (Assessment method: application form)

Essential

- Educated to Degree level or equivalent training and work experience
- Post-graduate qualification in archive administration, records management or equivalent
- Specialist knowledge relating to the UK General Data Protection Regulation (UKGDPR), Freedom of Information Act (2000), Caldicott Principles, Data Protection Act (2018), ISO15489, BS7799, BS1008, ISO 27001 and other relevant legislation
- Professional qualifications or equivalent training and work experience in Data Protection / Freedom of Information, Records Management
- Knowledge and experience of Records Management and other associated legislation / standards

Desirable

- Knowledge of policy development and review

Experience (Assessment method: application form)

Essential

- Experience of working in the field of Records Management
- Proven relevant experience in NHS
- Experience of recent and relevant continuous professional development

Skills and Attributes (Assessment method: interview)

Essential

- Excellent communication skills, both written and verbal
- Ability to prepare and deliver high quality work
- Ability to prepare and deliver quality presentations/ training to a wide range of grades and disciplines
- Ability to analyse and report complex data
- Knowledge of MS Office suite of software, particularly Word, PowerPoint and Excel
- Good interpersonal skills
- Persuasiveness and negotiation skills
- Ability to work at all levels within and outside the Health Board
- Ability to work on own initiative and also an effective team player
- Highly motivated and able to prioritise workload to ensure deadlines are met
- Ability to motivate others

Desirable

- Effective multi agency team player

Other (Assessment method: application form and / or interview)

Essential

- Ability to travel throughout the locality served by the Health Board, to other parts of Wales to attend meetings, and occasional travel to other locations in the UK.
- Flexible approach to the needs of the service

Desirable

Welsh Speaker (*Level 1*)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.