

# Information Assistant

## Manx Care

|                            |                                       |
|----------------------------|---------------------------------------|
| <b>Grade:</b>              | <b>AO / Pay Band 7</b>                |
| <b>You will report to:</b> | <b>Information Governance Officer</b> |
| <b>Responsible For:</b>    | <b>No staff responsibility</b>        |
| <b>Hours of Work:</b>      | <b>37 hours, Monday to Friday</b>     |

## Job Purpose

Working within the Information Governance Team you will be part of a small, friendly, professional team and will play a critical role in ensuring statutory compliance is adhered to. The role is varied and interesting and you will be responsible for delivering a high standard of administrative support and assist with the promotion of Information Governance standards across the organisation, working with confidential and sometimes sensitive information, and often working to tight deadlines.

This is an exciting role where you will need to have excellent communication and organisational skills, be able to use your own initiative, and work with discretion, diplomacy and sound judgement. It will offer excellent development and training opportunities for the right candidate allowing you to work across all areas of Manx Care and build your understanding of Isle of Man Government.

If you are a highly organised individual with great communication skills, this could be the role for you!

## What will you do?

### Duties and Responsibilities

#### 1. Information Governance

- Acting as the first point of contact for information governance enquiries;
- Assisting in processing and responding to requests made by individuals about their personal data, primarily subject access requests, access to health record requests and freedom of information requests;
- Processing subject access requests, considering and applying appropriate redactions and exemptions to the data we hold on individuals;
- Maintain an effective system for recording, controlling and responding to Data Breaches and Data Protection queries under the provisions of: the Freedom of Information Act 2015; Data

Protection Legislation and GDPR; Access to Health Records and Reports Act; and Code of Access to Government Information.

- ♥ Where necessary, liaise with the requesting party over the nature of the request, the provision of additional detail and the need for an extension of time for responding (if applicable).
- ♥ Provide administrative advice and assistance in all aspects of Freedom of Information, Code of Access to Government Information requests, Subject Access requests for information and Access to Health Records requests.
- ♥ Liaise as necessary with Manx Care colleagues with regard to breach investigation reports, remediation plan, reporting a breach and other Data Protection issues.
- ♥ Alert the Data Protection Officer to any potential breaches of statutory deadlines.
- ♥ Assisting with Data Protection audits and Information Governance quality assurance tests as may be required.
- ♥ To prepare statistical information in a timely fashion and ensure that any such information is presented clearly and accurately.
- ♥ Carry out research and compile basic information or draft documents in support of the DPO's work on compliance documentation.

## **2. Administration**

- ♥ To provide assistance to the Head of Information Governance and other members of the Information Governance Team, helping to maintain work logs and adhere to statutory deadlines.
- ♥ Deal with telephone enquiries from members of the public, other hospitals and health care professionals, advocates and various other agencies as required.
- ♥ Provide appropriate advice relating to access rights and the relevant processes involved in gaining access to records and information.
- ♥ Provide administrative advice and assistance in regard to reporting a data breach.
- ♥ To log and actively manage information requests and to provide regular reports as required.
- ♥ Working closely with multiple teams within Manx Care on compliance and data protection.
- ♥ To prepare routine replies to correspondence for signature as instructed.
- ♥ Provide administrative and secretarial support, including word processing; photocopying, contacting enquirers and liaising with staff regarding data protection tasks.
- ♥ Communicate with tact, understanding and discretion with members of the public/patients/service users when dealing with enquiries.
- ♥ Maintain a high level of confidentiality and discretion at all times when dealing with corporate/clinical information.

You will be expected to undertake self-study and research, as well as formal training to develop your knowledge of Data Protection, GDPR, FOI and Information Governance in order to support the Team in delivering Manx Care's Information Governance, helping to create a culture of 'privacy by design'.

To uphold and apply Manx Care's Values and Behaviours in the everyday work environment

Undertake any additional duties commensurate with the post.

## What do you need to be successful in this role?

| Attributes                                                                                                                                                                                     | Essential or Desirable | Method of Assessment |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------------|
| <b>Credibility</b>                                                                                                                                                                             |                        |                      |
| A minimum of 5 GCSEs at Grade C or above, including English Language.                                                                                                                          | D                      | CV                   |
| <b>Capability</b>                                                                                                                                                                              |                        |                      |
| Must be computer literate with a good working knowledge of IT systems in particular the use of Microsoft Office and relevant desktop applications are essential.                               | E                      | CV/Interview         |
| Experience of providing information and advice including the ability to communicate complicated and very sensitive information to varied audiences in person, on the telephone and in writing. | D                      | CV/Interview         |
| Experience and understanding of Information Governance issues.                                                                                                                                 | D                      | CV/Interview         |
| Experience of providing advice and guidance within the statutory framework.                                                                                                                    | D                      | CV/Interview         |
| Experience of dealing with a wide range of stakeholders.                                                                                                                                       | D                      | CV/Interview         |
| Experience of devising, implementing & reviewing administrative processes and/or business systems.                                                                                             | D                      | CV/Interview         |
| Experience working in a busy office environment.                                                                                                                                               | D                      | CV/Interview         |
| Detailed knowledge of local legislation and guidelines regarding data processing and sharing, in particular Data Protection, Common Law of Confidentiality, Caldicott Principles etc.          | D                      | CV/Interview         |
| Ability to produce and present statistical information to a range of audiences.                                                                                                                | D                      | CV/Interview         |
| Ability to share ideas and information, using clear language and present technical information in a meaningful way to a wide variety of people at all levels.                                  | D                      | CV/Interview         |
|                                                                                                                                                                                                |                        |                      |

| <b>Character</b>                                                                                       |   |                       |
|--------------------------------------------------------------------------------------------------------|---|-----------------------|
| Ability to interact and communicate with people at varying levels of seniority.                        | E | Interview             |
| Ability to work under pressure managing their own workload to ensure statutory deadlines are met.      | E | Interview             |
| Well-developed inter-personal skills and the ability to work both independently and as part of a team. | E | Interview             |
| Self-motivated with a personal commitment to delivering success.                                       | E | Interview             |
| <b>CARE</b>                                                                                            |   |                       |
| Commitment to integrity.                                                                               | E | Interview             |
| Appreciation of confidentiality and security of sensitive information.                                 | E | Interview             |
| Respect for all stakeholders.                                                                          | E | Interview             |
| Excellent outcomes to be achieved.                                                                     | E | Interview             |
| <b>Circumstances and Interests</b>                                                                     |   |                       |
| IoM Worker.                                                                                            | D | Application           |
| Full and valid Driving Licence.                                                                        | D | CV                    |
| Satisfactory Police Check.                                                                             | E | Pre-employment Checks |