

# JOB DESCRIPTION

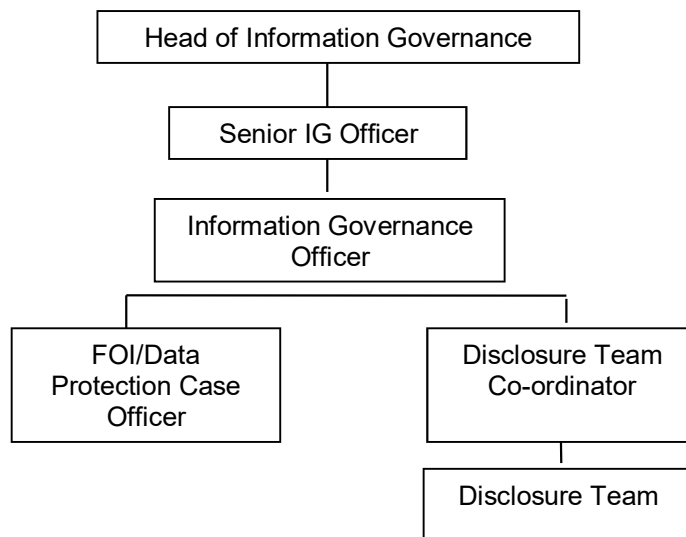
## 1. JOB DETAILS

**Job Title:** Freedom of Information/Data Protection Case Officer  
**Band:** Band 3  
**Directorate:** Corporate Division  
**Location:** Royal Cornwall Hospital, Truro

## 2. JOB PURPOSE

To work as a key member of the Information Governance Team providing comprehensive and confidential administrative support. The main areas of delivery will focus on processing Freedom of Information Requests and supporting the Disclosure Office.

## 3. ORGANISATION CHART



## 4. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

- Extensive administrative experience working with a wide range of senior managers.
- Educated to GCSE level or equivalent (to include English & Maths)

- NVQ Level 3 in Business Administration or equivalent qualification and experience
- Knowledge of the Freedom of Information Act 2000, Environmental Information Regulations 2004
- Knowledge of the Data Protection Act 2018, UK General Data Protection Regulation, Access to Health Records Act 1990
- Must be IT literate, able to learn how to use multiple IT systems.
- Work from training guides or Standard Operating Procedures
- Excellent communication skills, both oral and written.
- Excellent organisational skills and the ability to prioritise own workload and meet deadlines.
- Proven IT skills including Microsoft Office applications –Word, PowerPoint and Excel.
- Experienced in the use of Outlook email, the internet and electronic diary management.
- Able to handle confidential and sensitive matters with integrity.
- Ability to be proactive in the prioritisation and forward transmission of communications to establish the necessary response.
- Excellent interpersonal skills and the ability to communicate at all levels of the organisation.
- Ability to draft high quality documents, with or without instructions, including letters, reports, terms of reference and presentations.
- A professional and flexible approach and the ability to react quickly to changing demands and circumstances.
- Ability to manage own workload and to be proactive whilst recognising boundaries of authority.
- Must be able to concentrate for long periods with a high proficiency in understanding and using the English language.
- Able to cover periods of absence within the Information Governance Team
- Must be mobile in order to access any part of the Royal Cornwall Hospitals site in order to retrieve records.

## **5. KEY RESULT AREAS**

- To have excellent organisational ability and integrity, with a consistently professional and confidential approach, and the ability to multitask.
- To work on own initiative to prioritise, assist with the management and allocation of the administrative workload of the department within clearly defined policies and procedures, but understands when to escalate for assistance.
- To process correspondence including sensitive, contentious, potentially upsetting and confidential information.
- To manage requests made under Freedom of Information and Environmental Information Regulations to ensure the Trust is legislatively compliant.
- To record all activity for FOI/EIR on Datix to ensure we have a well-documented chronology of the requests from their acknowledgment to formal written response.
- To undertake all tasks in line with the Trust's policies and procedures.



- To maintain patient and staff confidentiality and data protection at all times.
- Other duties as may be reasonably required by the team

## **6. COMMUNICATIONS & WORKING RELATIONSHIPS**

Effectively communicate with:

- Trust Board Members
- Clinical Directors, Divisional General Managers and Divisional Nurses
- Specialties and other Divisional Staff
- Public and Patients
- Corporate Departments
- External agencies and partner organisations
- Head of Information Governance/Data Protection Officer
- Senior Information Governance Officer
- Senior Managers within the organisation

## **7. MOST CHALLENGING PART OF THE JOB**

Helping to manage an unpredictable workload on a daily basis

Ensuring activity is completed in a timely manner and meets targets as governed by legislation under the Data Protection Act 2018, Access to Health Records Act 1990 and the Freedom of Information Act.

Working on own initiative with minimum supervision but knowing when to escalate for assistance.

Fast paced environment, must be adaptable to change due to ongoing service improvement.

Developing and maintaining effective working relationships with staff and service users internal and external to the Trust.

## **8. GENERAL COMPLIANCE**

- The post holder must at all times carry out his/her duties with due regard to the Trust's Equal Opportunities Policy
- It is the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff
- It is the responsibility of the post holder to ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work
- All staff who have access to or transfer data are responsible for that data and must respect confidentiality and comply with the requirement of the Data Protection Act 2018, in line with the Trust's policies

- The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities
- Staff are required to comply with the requirements of the Freedom of Information of Act 2000 in line with Trust Policy
- The Post holder must comply with all RCHT Policies and Procedures.
- The Post holder must comply with the current regulatory framework that applies to NHS provider trusts.
- The Post holder must comply with the RCHT Mandatory Training policy.
- The Post holder must comply with all RCHT Risk Management & Health & Safety policies & procedures, including undertaking associated training as per the RCHT Mandatory Training policy.
- The Post holder must comply with all aspects of confidentiality, professional codes of conduct [where relevant], the RCHT Staff Charter and the NHS Managers/Code of Conduct.
- The Post holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- If it is thought that you have breached your code of professional conduct and/or the Managers Code of Professional Conduct, the matter will be investigated in line with the Trust's disciplinary policy as a matter of personal misconduct. Where there appears to be a case to answer a disciplinary hearing will take place. At any stage of the process the Trust may refer the matter to your professional registering body for their consideration under their own registration review procedures.
- This job description will be subject to regular review and amended to meet the changing needs of the Trust.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

## 9. JOB DESCRIPTION AGREEMENT

Post Holder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Head of  
Department Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

Please note: Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

**The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.**

**Person Specification for the Post of:**  
Freedom of Information/Data Protection Case Officer

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
<b>Qualifications</b>	Good general education including GCSE Maths and English at grade C or above or equivalent.	Qualification in Administration Word processing qualification	Application form Interview Certificates
<b>Experience</b>	Demonstrable experience of working in an administrative environment and working with computerised data systems Electronic diary management. Worked independently with limited supervision.	Experience of working with a range of senior managers within a large NHS or public sector organisation.  Demonstrable experience working in the NHS.	Application form Interview References
<b>Practical and Intellectual Skills (including any special knowledge)</b>	Excellent written and oral communication skills. Able to manage own workload and prioritise work effectively in order to meet deadlines. Able to communicate effectively at all levels of the organisation. Able to draft documents with or without instructions. Good problem solving skills. Knowledge of Freedom of Information Act, data protection, confidentiality and Information Governance. Ability to work with minimal supervision.  Flexible and adaptable to meet changing needs of Service.	Working knowledge of Datix	Application form Interview Reference
<b>Disposition/ Adjustment/ Attitude</b>	Willingness to learn new skills and take on challenges. Logical and organised in approach, enthusiastic team player.		Application form Interview Reference

	<p>Ability to work accurately to strict deadlines while under pressure and in unpredictable working environments with frequent interruptions.</p> <p>Able to handling confidential and sensitive issues in an appropriate manner.</p> <p>Self-motivated with the ability to use initiative and act independently within relevant Trust Polices, Guidelines and Procedures.</p> <p>Aptitude and confidence for working with a rapidly changing environment.</p>		
<b>Training</b>	<p>Mandatory training.</p> <p>Willing to undertake additional training as necessary.</p>		Interview
<b>Additional Circumstance</b>	<p>Occupational Health clearance.</p> <p>Ability to undertake duties.</p>		<p>Interview</p> <p>Outcome of criminal record check</p>

**NHS KNOWLEDGE AND SKILLS FRAMEWORK  
FORM FOR DEVELOPING AN NHS KSF OUTLINE FOR A POST**

**Title of Post: Band 3 Freedom of Information/Data Protection Case Officer**

NHS KSF DIMENSIONS	Needed for Post?	Level for post				Notes
		1	2	3	4	
<b>CORE DIMENSIONS</b> – relates to all NHS posts	Y					
1 Communication	Y		X			
2 Personal and people development	Y		x			
3 Health, safety and security	Y		x			
4 Service improvement	Y		X			
5 Quality	Y		x			
6 Equality and diversity	Y		X			
<b>SPECIFIC DIMENSIONS</b>						
NHS KSF DIMENSIONS	Needed for Post?	Level for post				Notes
		1	2	3	4	
<b>INFORMATION AND KNOWLEDGE</b>						
IK2 Information processing	Y	X				
<b>GENERAL</b>						
G1 Learning and Development	Y		X			
G6 People Management	Y		X			