



## SCOTTISH AMBULANCE SERVICE

### JOB DESCRIPTION

1. JOB IDENTIFICATION	
<b>JOB TITLE</b>	Information Governance Officer
<b>JOB DESCRIPTION REFERENCE</b>	
<b>DEPARTMENT</b>	Business Intelligence
<b>NO OF JOB HOLDERS</b>	1
<b>DATE JOB DESCRIPTION AGREED</b>	10 July 2017 (team structure updated 11/10/2024)

## 2. JOB PURPOSE

The post holder will lead the ongoing development and implementation of information governance and assurance processes within the Scottish Ambulance Service (SAS).

The post holder will engage with stakeholders, customers and staff across NHS Scotland, Scottish Government and partner organisations across the UK, contributing to national strategy and policy development on all aspects for Data Protection and Information Governance.

## 3. DIMENSIONS

The post-holder will be based within the Business Intelligence department, providing expert advice support to all staff in SAS.

The job holder will have day to day responsibility for developing SAS policy on data protection, information governance and related areas. This will involve working collaboratively with the Senior Information Risk Owner (SIRO), Caldicott Guardian, Head of Business Intelligence and regional leads in related information governance areas.

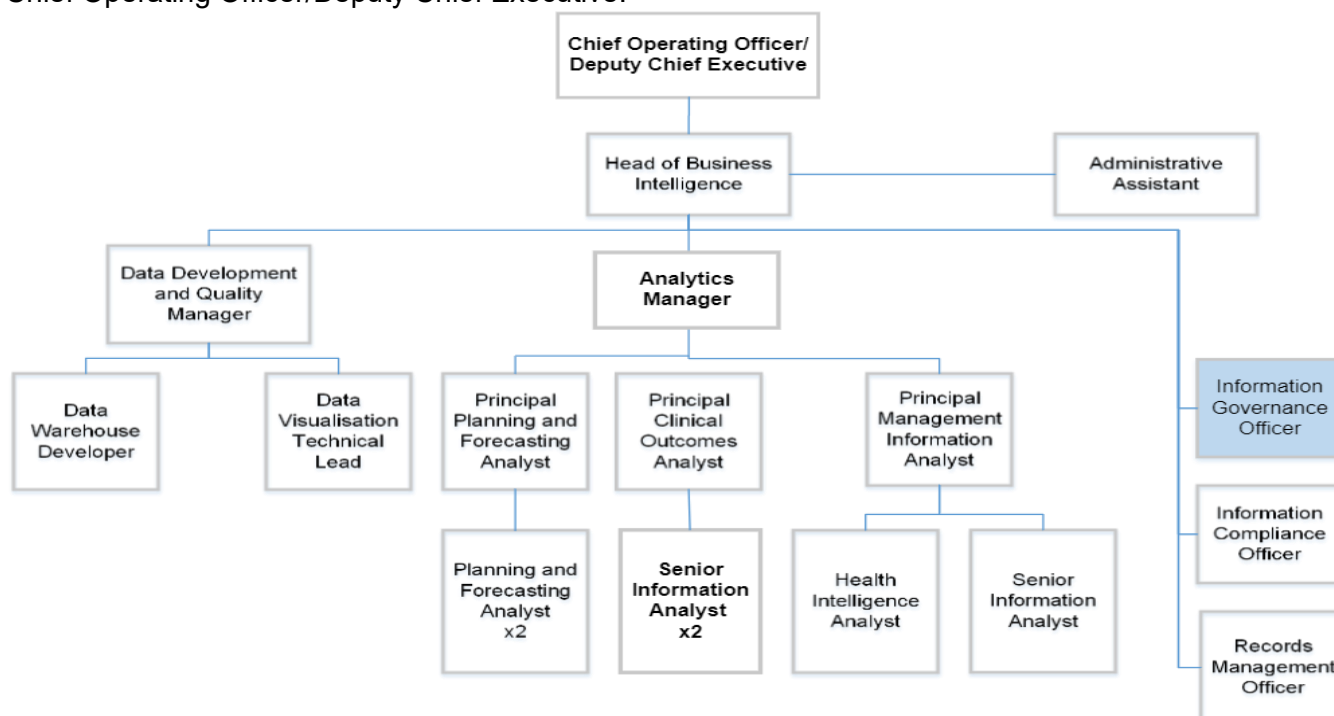
The post holder will have responsibility for ensuring that the Scottish Ambulance Service complies with Data Protection legislation and future legislation in relation to all of the data, personal, sensitive and corporate, held in manual as well as electronic format.

The job holder will represent the organisation nationally and regionally on matters pertaining to Data Protection and Information Governance.

The post holder will oversee the development and delivery of training to employees, and act as a point of contact for employees and all other stakeholders.

## 4. ORGANISATIONAL POSITION

The post holder will report to the Head of Business Intelligence and is accountable to the SIRO who is the Chief Operating Officer/Deputy Chief Executive.



## 5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. Support the Head of Business Intelligence in developing, managing, maintaining and reviewing good information management and data handling practices across the Service to ensure compliance with:
  - The Data Protection Act 1998;
  - The General Data Protection Regulation
  - Public Records Scotland Act 2011
  - Information Security
  - Caldicott Principles
2. Lead the development of a corporate approach for Information Governance including the implementation of corporate information policies, procedures and guidance that will support the Service in meeting its statutory obligations and promote good practice across all departments to improve business and operational efficiency.
3. Act as the Information Governance Lead for the investigation of Data Protection and Information Security breaches.
4. As a member of the Scottish Ambulance Service's Information Governance Committee, lead the Service's performance management around Information Governance and regularly report progress and risks relating to Information Governance to the Head of Business Intelligence.
5. Regularly review the Scottish Ambulance Service'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 Service's information governance policies and procedures and the statutory framework.
6. 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.
7. Oversee the development and delivery of training programmes for all levels of staff across the Service in response to legislative changes in privacy and data protection issues.
8. Provide specialist advice to staff, across the Service on issues relating to all aspects of Information Governance.
9. 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 Information Governance Committee before being communicated to staff as required.
10. Establish relationships with relevant key stakeholders (e.g. senior policy makers, clinicians, other health professionals, NHS managers, other senior managers) and participate in national policy forums to ensure that relevant information is made available for the development and implementation of policy relating to Data Protection and Information Governance across NHS Scotland.

## 6 EQUIPMENT AND MACHINERY

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

Use of internet and intranets for research, education, obtaining records management information.

The post holder requires use of computers and software e.g. Microsoft Office Suite including Access, Excel, Powerpoint and Outlook.

- Photocopier and telephones are also used routinely
- Audio Equipment
- Video conferencing
- Specialised electronic document management system

## 7. 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, scanning and other specialist systems.

Exploit a variety of software packages/applications to collect, analyse, manipulate, organise and present data.

Has a sound understanding of NHS Board policies and procedures and can apply these consistently.

## 8. DECISIONS AND JUDGEMENTS

This post reports to the Head of Business Intelligence. Work for the post-holder is generated from a broad framework determined in conjunction with the Head of Business Intelligence and the post holder will agree with the Head of Business Intelligence the main priorities of the role.

Within this framework the post-holder will be expected to work autonomously and prioritise their workload, ways of approaching work, resolving issues, managing risks and using judgement appropriately e.g. when to escalate. The post holder will formulate policies and procedures to ensure delivery of objectives.

The post-holder will be working simultaneously across many issues and will be required to make difficult decisions and judgements. Judgements typically involve highly complex facts or situations which require the analysis, interpretation and comparison of a range of options, as well as legal and advisory sources, some of a complex and potentially conflicting nature.

## 9. COMMUNICATIONS AND RELATIONSHIPS

The post holder is expected to communicate with all levels of operational and non-operational staff within the Scottish Ambulance Service, and with colleagues in external organisations. Excellent communication skills are required as they will be required to regularly present and explain complex and legal information relating to data protection to colleagues across the Service. This can be in the form of emails, presentations, published articles and training workshops.

The post holder must establish good working relationships and clear communications with colleagues within the Scottish Government eHealth Department and other NHSScotland practitioners with an interest in this area; in particular regular correspondence with the NHSScotland Information Governance Leads group. These working relationships need to be effective at every level.

The post holder will be a key member of the Information Governance Committee.

The post holder will attend relevant internal and 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 Service strategies in conjunction with colleagues at senior level both internally and

externally.

## 10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

### Physical Effort

Light to moderate: includes moving light equipment e.g. briefcases/lap-tops, projectors for presentations; using keyboards frequently for word-processing, spreadsheets etc and e-mail.

The post holder is required to travel to meetings/presentations across Scotland.

### Mental Effort

The wide range of programmes the postholder will require to understand and support will be challenging, as will managing and prioritising competing demands for the workstreams.

Intense concentration/ in-depth mental attention frequently required e.g. leading meetings, influencing Scottish Government and NHS staff and managers at all levels of seniority, public speaking, analysing technical and other system problems and proposing solutions; often working under pressure and balancing multiple demands in complex/ changing environments.

### Emotional Effort

Exposure to distressing circumstances is rare. Involves from time to time dealing with conflict situations e.g. in emotionally charged meetings. Dealing regularly with challenging problems requires sustained emotional energy/resilience. The postholder is expected to be approachable, supportive and calm under pressure.

## 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Delivering an organisation wide Information Governance Strategy. This has the potential to change the way the organisation processes information.

Develop effective working relationships with stakeholders in all service areas and functions to support them to more effectively manage their corporate records.

Understanding the wide-ranging and complex service delivery models of a large organisation.

Developing and embedding a culture and practice of information governance across the Scottish Ambulance Service, specifically the creation and maintenance of the Scottish Ambulance Service's information asset register.

Challenging existing working practices and supporting organisational change with respect to information governance.

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

1. Educated to graduate level (or equivalent professional qualification) with demonstrable experience
2. Specialist knowledge of:
  - a. The Data Protection Act 1998
  - b. Caldicott Principles and their application with NHS
  - c. The General Data Protection Regulation (GDPR)
3. An understanding of:
  - a. Principles of Information Security Management
  - b. Freedom of Information Act (Scotland) 2011
  - c. Public Records Scotland Act 2011
4. Ability to interpret complex legislation and litigation and apply this practically in the interest of Service
5. Excellent communication skills to be able to produce accurate, timely and appropriately concise advice
6. Knowledge of the structure and delivery of NHS healthcare services is essential
7. Ability to interact in a friendly and helpful manner with colleagues. Concern for, and understanding of people and their rights
8. Skills in interpreting legal and parliamentary language.
9. Policy development and project management skills.

## 13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature: \_\_\_\_\_ Date \_\_\_\_\_

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