**Job Description**

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| **Information Governance Support Officer** | **Information Governance Support Officer** |
| **Reporting to:** | **Information Governance Lead** |
| **Salary and scale:** | Approximately £17,000 annually, contingent on experience, or within the HQIP Band E salary range of £25,500 to £34,500 pro rata |
| **Contract type:** | Permanent / Homeworking - HQIP operates remotely with robust IT support, requiring occasional travel to central London for scheduled corporate activities |
| **Hours:** | Part time 18.75 hours per week/0.5 FTE across 5 working days Monday to Friday |
| **Annual leave** | 30 days plus public holidays pro rata |
| **Pension** | Company's pension scheme: 6% employer contribution |

**About us**

The Healthcare Quality Improvement Partnership (HQIP) is an independent organisation established to promote quality in healthcare and in particular to increase the impact that clinical audit has on health care improvement. We manage NHS clinical work programmes on behalf of NHS England and other devolved nations. This includes the National Clinical Audit & Patient Outcome Programme (NCAPOP) which consists of over forty National Clinical Audits and clinical outcome review programmes. We are supported by two parent organisations: the Academy of Medical Royal Colleges and The Royal College of Nursing.

HQIP work focuses on the following key strategic areas:

* using best management and procurement practice, we commission and contract manage the National Clinical Audit and Patient Outcome Programme and the National Joint Registry on behalf of NHS England and other healthcare departments and organisations;
* we encourage wide use of robust data for quality improvement of care, offering patient choice, promoting patient safety, supporting revalidation and service accreditation, commissioning, service redesign and research;
* we inform and influence national healthcare policy by effectively communicating our work and that of our partners;
* we support healthcare professionals to review and improve their practice by providing opportunities to share best practice;
* we ensure that patients and carers are at the heart of our work through continued, strategic involvement in all relevant processes and projects.

To ensure its success HQIPwill take full advantage of the connections and influence of the consortium partners to:

* promote engagement in clinical audit and quality improvement initiatives by healthcare professionals of all disciplines and specialties;
* create national and local partnerships between clinicians and patients/service users to optimise the impact of clinical audit;
* support local audit staff and create seamless links between national and local audit;
* foster active dissemination and implementation of audit results;
* ensure that evidence about participation in audit, and the results of audit, are used for secondary purposes, including for the revalidation of healthcare professionals;
* encourage audit in areas of low activity and links with audits outside of the NCAPOP framework;
* engage all relevant stakeholders;
* develop and extend the work to make it a permanent feature of the landscape of healthcare quality regardless of the future of central funding of national clinical audit.

Further information can be found at <http://www.hqip.org.uk/>

**Purpose of the position**

**Supporting IG at HQIP**

* Support the IG function within HQIP by providing a range of administrative assistance to the IG Lead and the IG Executive Board.
* Support the effective management of the data access request service (DARG). This service manages third-party applications to access data from the programmes HQIP commissions and ensures that such requests are processed in line with the Data Protection Act 2018, UK GDPR and other relevant legislation.
* The post holder will log and review DARG applications for the sharing of data for secondary purposes such as research or other uses outside the remit of the audit or clinical outcome review programme for which the data was collected. This will involve engaging with external applicants to ensure that queries are responded to and clarifications are addressed in a timely and efficient manner.

**Autonomous and Flexible Work Approach**

* Work with minimal supervision, showcasing flexibility as an integral part of a collaborative team, and contributing to the overall efficiency and effectiveness of the Information Governance function within HQIP.

**Key responsibilities and duties**

* Provide administrative support to IG Meetings (IG Executive Group and any other ad hoc meetings). This will include arranging meetings and capturing notes and actions.
* Support the effective management of the Data Access Request (DARG) process with supervision from the IG Lead. This will include:
  + Serving as first point of contact for DARG related queries.
  + Logging and undertaking initial reviews of received applications.
  + Liaising with external applicants, HQIP data providers and internal HQIP staff (by e-mail, telephone and video-conferencing calls) to respond to queries and clarifications to progress applications to an acceptable standard that they can be approved.
  + Maintaining accurate records of applications and correspondence.
  + Running data reports and extracting information that demonstrates the effective functioning of the DARG service.
* Monitor the Data Sharing inbox on a daily basis.
* Monitor the Data Protection and Freedom of Information inboxes in the IG Lead’s absence or as and when may be required.
* Provide a range of administrative assistance to the IG function, as and when may be requested by the IG Lead or the IG Executive Board.
* Any other duties as may be reasonably expected, and which are commensurate with the level of the post.

**Generic**

* Adhere to HQIP's Health and Safety Policy, ensuring strict compliance with equal opportunities, data protection legislation, and information governance best practices in the execution of all duties and responsibilities.
* Embrace flexibility by undertaking any additional duties that are reasonably expected and align with the post's level, contributing to the overall efficiency of the role.
* Take ownership of personal development by identifying needs and formulating a personalised development plan, fostering continuous growth and improvement.
* Acknowledge the home-based nature of the role, with occasional travel to meetings and events, demonstrating adaptability to varied work environments.

**Person Specification**

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|  | **Essential** | **Desirable** | **Assessed through**  **A – application form**  **I – Interview**  **T – Assessment Test** |
| **Knowledge, skills and experience**  Qualifications, experience, knowledge – breadth vs depth, specialist or generalist | * Accurate, able to work to tight deadlines and to prioritise between conflicting demands to ensure delivery targets are met * Able to adapt to change   Efficient  Has administrative experience   * Proficient with MS suite – in particular MS word and excel (need to be able to create new excel reports/logs, manipulate data and information, extract information and run reports) | * Experience of working in healthcare or within the public/charity sector * Experience of taking minutes in meetings and following up on action points * Experience or an understanding of basic principles in data protection/information governance   Experience of working with MS Office 365 | A, I |
| **Scope of responsibility / accountability**  Breadth and level of responsibility, strategic input | Detailed approach to work and able to work within a framework to complete tasks to a very high and accurate standard   * Ability to negotiate and influence, including ability to say ‘no’ |  | A, I |
| **Autonomy**  Freedom to act, decision making, problem solving, judgement | * Work independently and flexibly, referring upwards on complex decisions * Highly self-motivated, confident, pro-active, and innovative |  | A, I |
| **Resource management**  People and budget responsibility | n/a |  |  |
| **Interfaces**  Internal and external, routine vs relationship management | * Strong interpersonal skills including diplomacy and sensitivity * Excellent communication skills (verbally and written) and confident to liaise independently with a range of external and internal individuals * Work constructively with colleagues and a range of stakeholders at all levels including senior clinicians and managers within the NHS and wider healthcare arena * The ability to manage relationships and collaborate effectively both internally and externally * Demonstrable success in establishing inter-agency and stakeholder relationships |  | A, I |
| **Generic** | * Ability to work from home effectively * Flexibility to travel to Central London for occasional meetings and events |  | A |