



Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust



Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre
Velindre University NHS Trust Headquarters
2 Cwrt Charnwood
Heol Billingsley
Parc Nantgarw
Caerdydd/Cardiff
CF15 7QZ
Ffôn/Phone : (029) 20196161
<https://velindre.nhs.wales>

Date: 30th January 2025
Ref: CORP 2025 - 018

Dear xxx

Freedom of Information request: Job Description (CORP 2025 – 018)

Thank you for your request for information which the Trust received on 29th January 2025.

Your Request:

Please may I have a copy of the job description for the Head of Information Governance employed by your organisation.

Please find the Trust’s response below:

The Trust believes that you may have used a pseudonym in your request to us. Section 8(1)(b) of the Act states that you must provide your name and an address for correspondence (email is acceptable). In detail Section 8 of the Act states:

8 Request for information:

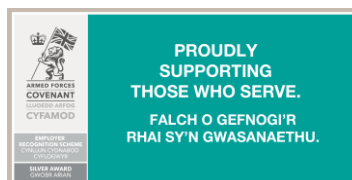
- (1) *In this Act any reference to a “request for information” is a reference to such a request which—*
 - (a) *is in writing,*
 - (b) *states the name of the applicant and an address for correspondence, and*
 - (c) *describes the information requested.*
- (2) *For the purposes of subsection (1)(a), a request is to be treated as made in writing where the text of the request—*
 - (a) *is transmitted by electronic means,*
 - (b) *is received in legible form, and*
 - (c) *is capable of being used for subsequent reference.*

However, as the information you have requested has previously been published online, via the NHS Wales TRAC recruitment website when the job role was advertised, the Trust is answering your request and the job description is attached.

Please note, any future requests where it is believed a pseudonym is being used will likely be refused.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu’r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.



You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff / Caerdydd
CF15 7QZ

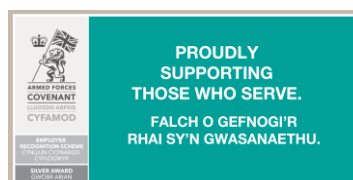
Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

Yours sincerely

Non Gwilym
Interim Director of Corporate Governance
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

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CAJE REF: 2021/0089

JOB DETAILS:

Job Title	Head of Information Governance
Pay Band	Band 8a
Hours of Work and Nature of Contract	37.5
Division/Directorate	Corporate Headquarters
Department	Information Governance
Base	Corporate Headquarters, Nantgarw

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Director of Finance
Reports to: Name Line Manager	Director of Finance
Professionally Responsible to:	Director of Finance

Accountable	<ul style="list-style-type: none">• Do what you say you are going to do• Be personally and professionally responsible• Fulfil your role and deliver high quality outcomes• Feel empowered to take action and challenge inappropriate behaviour
Bold	<ul style="list-style-type: none">• Be ambitious, innovative & able to take decisive action• Choose to do the right thing & not the easy thing• Have a 'Can Do' and proactive approach
Caring	<ul style="list-style-type: none">• Be kind, respectful & make people feel their views have been taken seriously• Be inclusive and equitable, valuing all contributions• Demonstrate excellence in clinical interventions
Dynamic	<ul style="list-style-type: none">• Be agile & flexible, responsive and adaptable to change• Be innovative & creative, always look for opportunities to improve• Positively engage with change, collaborative & willing• Be resilient & ready to adapt

Job Summary/Job Purpose:

The postholder will be responsible for leading on the development, implementation, and ownership of the Information Governance agenda for the Trust so that it strategically and operationally supports the clinical and business objectives of the Trust. These areas include developing, implementing and monitoring of systems, policies and processes for:

- Data Protection legislation
- Caldicott
- Code of Confidentiality
- Freedom of Information
- Records Management
- Information Security
- Information Sharing

To implement UK and associated legislation (including the UK General Data Protection Regulation, UK Data Protection Act 2018 and Freedom of Information Act 2000) as well as NHS and Welsh Government guidelines and standards and the Information Commissioners Office Codes of Practice. To monitor and ensure compliance in these areas and providing assurance to the Board on the effectiveness of the Information Governance Framework and the progress of the Information Governance Strategy.

To provide professional support and advice to the Trust's Caldicott Guardian and Senior Information Risk Owner (SIRO).

MAIN DUTIES/RESPONSIBILITIES:**Information Governance**

To act as the expert in the field of Information Governance across the Trust and its Divisions, this will include:-

Lead the improvement of the Trust's Information Governance agenda to achieve high standards of compliance ensuring the Trust complies with and conforms to national strategies and legislation including Data Protection Act 2018, General Data Protection Regulation, Freedom of Information Act 2000, Caldicott, Welsh Healthcare standards and other relevant legislation, standards and guidance.

Act as the Trust lead for the establishment and maintenance of governance processes, operation, implementation and continuing development in the areas of Confidentiality, Information Access, Information Sharing and Security for all the areas of work within the Trust. This includes the management of processes required to ensure the effective enabling and sharing of information whilst protecting the privacy of the individual.

Provide information governance expertise; identify best practice, make recommendations for Trust and Divisions on implementation of Information Governance requirements, to include involvement in identified projects to ensure all aspects of Information Governance, including data protection impact assessments are completed.

Lead on the local implementation of the NHS Wales Information Governance Toolkit, and establish appropriate information governance performance measurement criteria to monitor achievement of improvement plans and monitor performance against the requirements of the Toolkit. Provide coordination of submissions and provide an annual submission to the respective Trust Committee on the levels achieved.

Provide a central focal point for advice on information requests and the release of information ensuring any release of information complies with Information Governance requirements including Freedom of Information and Data Protection legislation.

Lead and provide expert information to various Trust committees [such as the Quality, Safety & Performance Committee], senior managers and other Trust staff on the requirements of legislation such as General Data Protection Regulation, Data Protection Act 2018, national and local standards in determining and implementing national and local policies, protocols and procedures in relation to Information Governance.

Lead and promote a high quality information sharing framework and provide support to staff to ensure they can comply with the requirements within the Wales Accord for Sharing Personal Information (WASPI).

Lead on the review and monitoring of contracts where relevant for compliance with the General Data Protection Regulation and the Data Protection Act 2018.

Strategic

To promote the strategic direction for Information Governance within the Trust, this will include:

Provide vision and leadership in the development and implementation of the overall Information Governance agenda for the Trust.

Develop, implement and review appropriate strategies, policies and procedures that support all Information Governance areas.

Maintain a high level of awareness of national guidelines, and compare and contrast Trust documentation to ensure continuation of best practice.

Provide advice and guidance in support of strategic business planning as required.

Interpret information to complete statutory returns, ensuring that work is completed in line with local and national timescales and legal requirements, interpreting these where necessary within the Information Governance area.

Leadership and Communication

Instigate, develop and maintain strong communication links throughout the Trust and with partnership agencies, third parties, independent contractors and the general public, overcoming barriers of understanding or resistance and giving reassurance on sensitive and/or contentious issues.

Act on behalf of the Trust in response to enquiries on matters of Information Governance to include communicating as necessary with the Information Commissioner, LHB's and Trust's, local authorities, other partner organisation and patient and public representatives on matters relating to data protection

Liaise with Departments and external organisations to develop and regularly review appropriate information-sharing protocols for information flows across organisational boundaries. To lead on the design and development of systems and processes to streamline the various information disclosure routes.

Lead and provide expert advice and guidance on all Information Governance matters, ensuring that all necessary procedures and processes comply with current legislation, assessing the impact on the Trust, and making recommendations to ensure that the Trust meets its statutory requirements.

Write and present reports, including those based on research and analysis, to the Trust Committees, contributing to the decision-making process by evaluating outcomes and identifying any issues/weaknesses to raise awareness and potentially reduce risk

Lead, advise and support Corporate and Divisional Departments [such as such as Digital, Health Records, Information and Programmes] across the Trust so they are inspired and motivated through the provision of expert knowledge on information governance standards and related legislation.

Advise, support and work closely with senior systems managers, Directorates, staff and external providers to undertake Data Protection Impact Assessments on new systems being purchased by the organisation and Divisions.

Maintain a strong corporate presence, providing leadership, expert Information Governance advice, education and supervision to colleagues across the organisation, and present workshops to large groups of staff (clinical and non-clinical).

Maintain a high level of awareness of relevant research, trends and national strategies for Information Governance ensuring that national and regulatory standards are correctly interpreted and communicated to colleagues across the Trust as appropriate and adapt plans where necessary to deliver a consistent high quality corporate support service.

Represent the Trust on local and national committee/groups in connection with Information Governance.

Be required to negotiate with and motivate senior managers in relation to project delivery, across multiple services that may have the potential to impact upon various initiatives both divisional and corporate. This may include communication of very sensitive information about performance and change management.

Be responsible for informing senior management when information governance performance targets have not been met, and diplomatically agree recovery arrangements.

Work collaboratively with relevant staff, taking responsibility for areas of work within broad professional and organisational boundaries/policies.

Maintain the specialist knowledge required by ensuring an up to date knowledge of legislation relevant to the post, for example Freedom of Information Act 2000 and General Data Protection Regulation.

Monitoring, Audit and Policy Implementation

Lead on the development, implementation and review of robust internal policies and procedures and guidance to promote “best practice” and ensure compliance with the aims and objectives of the Trusts Information Governance agenda. Define and lead on improvement plans to ensure compliance with the legislative framework for information governance.

Lead on the identification of appropriate information governance performance measurement criteria to monitor achievement of improvement plans.

Lead on the overall implementation of an Information Governance infrastructure that enhances outcomes by ensuring that information processing is subject to continuous improvement, proactively working with managers to identify any new working practices required and to support them through the change process.

Lead on the development, implementation, audit and evaluation of information governance key performance indicators, to support the implementation of the Information Governance Framework.

Lead on the identification of methodologies for the promotion, implementation and audit of relevant information governance issues across the Trust to inform risk

based decision-making and provide evidence of the adequacy of controls and assurance around data protection arrangements.

Lead on the implementation of a system for the monitoring and escalation of notifications generated from the National Intelligent Auditing Solution, ensuring awareness with staff and engagement with Workforce, Managers and Executives on the management processes.

Lead, plan and support on the development and timely review of a Trust-wide information asset register.

Provide a focal point to support staff in identifying, monitoring and mitigating risks threatening information governance compliance, producing reports as appropriate.

Lead on the co-ordination of audit provision within the Information Governance agenda, and establish and maintain systems and/or processes that monitor and review achievement against standards set by that agenda.

Undertake horizon-scanning activities to enable early identification and assessment of emerging information risks.

Analytical / Risk Management and Investigations

Analysis of performance data and capacity and demand data, assessment of projects, identification of areas for collaborative working.

Advise and provide support on the completion of risk assessments and impact assessments in connection with Information Governance. Requirement to undertake analysis and judgement to ensure safe practice in line with defined recommendations put in place by the post holder.

Provide advice and support to managers on risk based decision making on a range of highly complex issues where there may be conflicting priorities (e.g. service development versus data protection).

Act as the lead expert for Freedom of Information, providing advice to staff, ensuring policies and procedures are in place, and provide support and guidance to staff, as appropriate.

Support the use of the Incident Reporting Module on Datix and lead on undertaking investigations as identified. These are often highly complex made up of various components, which require analysis to achieve resolution. This would include meeting with staff and complainants to advise and resolve complex and continuous issues.

Lead on investigations of breaches of information governance providing complex analysis of these breaches to relevant senior managers, undertaking

reporting/remedial action as required, and maintaining accurate records. In addition, identification of remedial actions that are required to be put in place to prevent any re-occurrence.

Take ownership for the management of Information Governance Incidents via the Datix Module, including up-dates, agreed actions and investigations as identified.

Lead on the investigations into complaints and reviews about breaches of the Freedom of Information and appeals against such refusals.

Be responsible for monitoring information governance incident activity, and providing regular reports.

Lead in the development of a documented framework for the management of Health Records and Corporate Records across the Trust. Provide expert advice to persons requiring assistance in managing records - producing documented policies and guidance where appropriate.

Ensure personal information is managed and shared appropriately, securely and sensitively, and in accordance with policies and procedures;

Lead on investigations of complex enquiries, providing support and advice as required, and contributing to reporting, possible complaints and disciplinary investigations on matters relating to data protection.

Possess specialist project management knowledge to enable them to support the delivery of projects through ensuring effective management of information risks and issues relating to project delivery.

Analyse problems where the root causes are multifactorial and where there may be a range of complex outcomes, coaching and encouraging staff to think for themselves and account for their actions with logical, precise and factual evidence based decision-making, thus improving information management and the transparency of information risks and their consequences.

Planning and Organisational

Provide a central focal point for management and co-ordination of all information requests (clinical and non-clinical). Release of information must be in line with regulations, policies and procedures and actioned as appropriate within defined timescales.

Lead on the planning and implementation of new ways of working, facilitate collaborative working and capacity planning in connection with Information Governance.

Lead on the co-ordination of Information Governance annual work programmes,

based on agreed requirements, ensuring an integrated programme to maintain and improve organisational performance across the range of related information-handling areas.

Be responsible for ensuring Information Governance responsibilities and accountabilities are defined, communicated and actioned.

Be the Data Protection lead for the Trust taking responsibility for all aspects of compliance, including Notification and Subject Access request procedures for management of staff requests.

Lead on the management of a number of specific projects that deliver outcomes identified within the agreed Information Governance Framework to provide assurance for compliance and / or quality improvement. Design and lead improvement projects in order to meet relevant standards.

Human Resources and training

Lead on the development of the Information Governance training strategy ensuring implementation of the mandatory Information Governance awareness and competency based training programmes, including induction.

Postholder will be responsible for ensuring production of further training materials to enable continuity of training and continued awareness raising to maintain compliance against the mandatory requirement for all Trust staff.

Develop a team of informed and knowledgeable specialist staff who have the necessary skills by providing appropriate opportunities for development and training.

Provide support as appropriate in the relevant levels of the Trusts grievance and disciplinary procedure.

Utilising their specialist knowledge, promote a range of quality improvement projects/educational activities related to the information governance agenda providing training support and advice to staff and managers.

Be responsible for the line Management of the information governance function.

Other duties

Deputise as appropriate, with delegated authority of conduct, as the Data Protection Officer

Be required to commute between the Trusts sites on a frequent basis

The Head of Information Governance will be asked to undertake other duties as

considered appropriate by the Director of Finance.

The Head of IG will have delegated financial authority for spend and commitments of £5k and draws up and agrees the financial commitments within the SLA with DHCW for Data Protection Officer support. Currently this is an annual fee of £20k.

Continuing Professional Development

Develop a personal development plan as part of the Individual Performance Review process

Keep skills up to date and relevant in order to carry out duties.

Ensure continuation of personal development including leadership skills, through appropriate formal and informal training as and when necessary.

Keep up to date with legislation in relation to data protection, Caldicott principles, and confidentiality, Human Rights Act, Freedom of Information

Act etc. and the latest policies.

Maintain registration of any professional organisation.

PERSON SPECIFICATION

Head of Information Governance

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Masters level or equivalent demonstrable level of knowledge and work experience.</p> <p>Management qualification relating to information governance or equivalent experience.</p> <p>Expert knowledge of Information Governance and its associated legislation, standards and codes of practice</p> <p>Specialist knowledge in several disciplines including information security, risk management and incident management</p> <p>Evidence of leadership skills being applied successfully with clear outcomes</p>	<p>Prince qualification</p> <p>Training methodologies</p> <p>Knowledge of procurement law relating to Health and IT systems</p> <p>Understanding of ICT and its application to healthcare</p>	<p>Application form and pre-employment checks</p>

	Evidence of commitment to on-going continual professional development		
Experience	<p>Significant experience of working at a senior level in a large complex organisation.</p> <p>Significant knowledge and experience of Data Protection, common law duty of confidence and its influence on sharing/using information within NHS Wales.</p> <p>Successful track record for the development and improving confidentiality and other information governance issues in the NHS area.</p> <p>Trained and experienced in investigation techniques to deal with alleged breaches of confidentiality concerns and data security breaches using a range of complementary tools</p> <p>Up to date knowledge and experience of Freedom of Information</p> <p>Experience of planning, developing and implementing new and complex plans and long terms strategies.</p> <p>Experience of the Caldicott Guardian roles, Senior Information Risk Owner roles and networks in Wales</p> <p>Substantial experience in a post on some or all areas of information governance and having a thorough understanding of information governance and security and its application to healthcare.</p> <p>Significant experience of working</p>	<p>Experience of working within the health sector.</p> <p>Knowledge of the structure and functioning of the NHS</p>	Application form and interview

	<p>with staff, their representatives and professional organisations.</p> <p>Demonstrable success in building, leading, motivating and developing teams.</p> <p>Significant experience of implementing Information Security and Governance processes.</p> <p>Experience of working across organisational boundaries.</p> <p>Experience of setting and / or monitoring standards and outcome measures as part of an assurance framework</p> <p>Experience of developing relationships with external agencies and organisations.</p>		
<p>Aptitude and Abilities</p>	<p>Proven leadership skills.</p> <p>Excellent written and verbal communication skills; ability to communicate highly complex, contentious and / or sensitive issues or information to senior managers, external agencies for example following a serious information governance incident.</p> <p>Ability to develop policies, protocols and procedures and implementation of policies etc</p> <p>Persuasive and negotiation skills at all levels.</p> <p>Analytical skills, ability to make judgements about highly complex facts or situations</p> <p>Ability to translate and interpret legislation and guidelines to easily understood language</p> <p>Ability to use various media to</p>	<p>Ability to speak Welsh</p> <p>Political awareness capable of understanding the wider objectives of NHS Wales.</p>	<p>Interview</p>

	<p>communicate work</p> <p>Ability to communicate verbally with all levels of the organisation and able and willing to share information</p> <p>Flexible and adaptable to meet all aspects of the work</p> <p>Resilient and flexible to the service</p> <p>Ability to deal with diverse demands and expectations</p> <p>Leadership qualities and able to motivate others</p> <p>Time management skills</p> <p>Able to work as a member of a team</p> <p>Able to work effectively on own</p> <p>Ability to learn from experience and adapt to changes and new challenges</p> <p>Approaches challenges with a 'can do' attitude</p>		
Values	<p>Enthusiastic, committed, proactive and innovative</p> <p>Politically astute and high level of intuition.</p> <p>Appetite for hard work and challenges</p> <p>High level of personal integrity</p> <p>Flexible in approach to try new procedures and practices</p>		Application Form Interview References
Other	<p>Ability to travel between sites in and out of the organisation as demanded by the role.</p>		Application form and interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection legislation:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of

the

Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

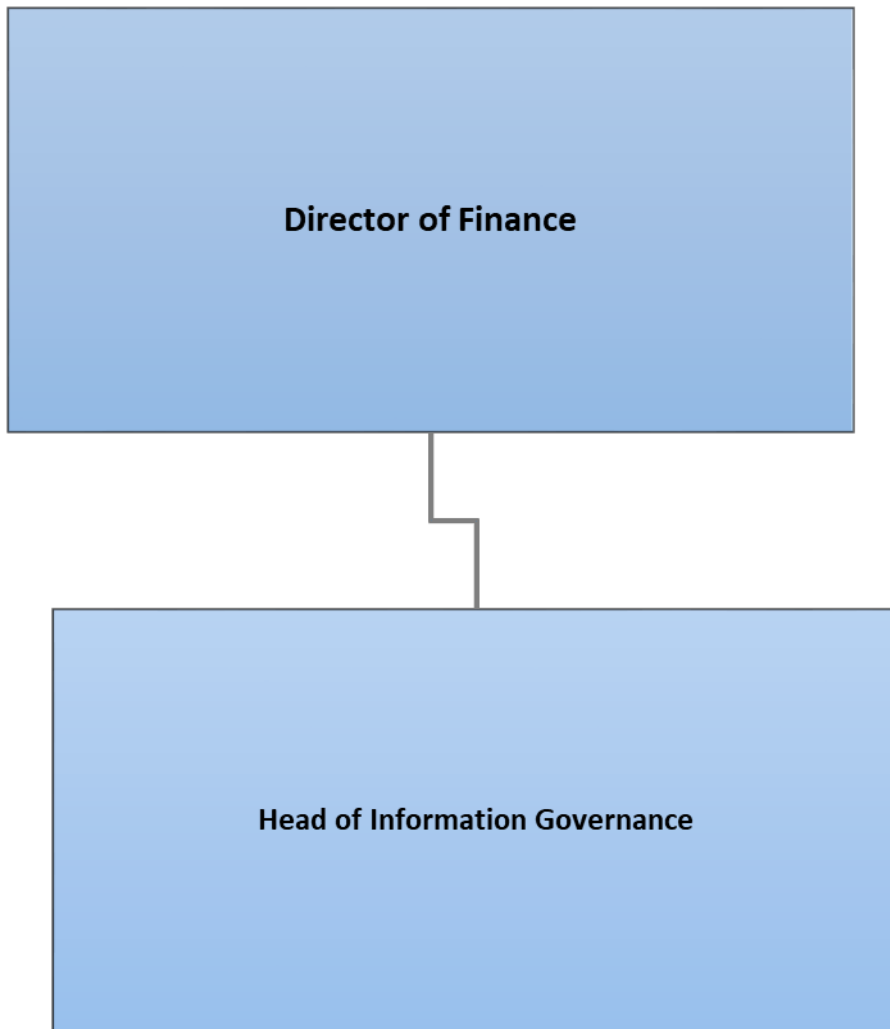
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Disclosure Barring Scheme *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate. The post holder does not require a DBS Disclosure Check. *Delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

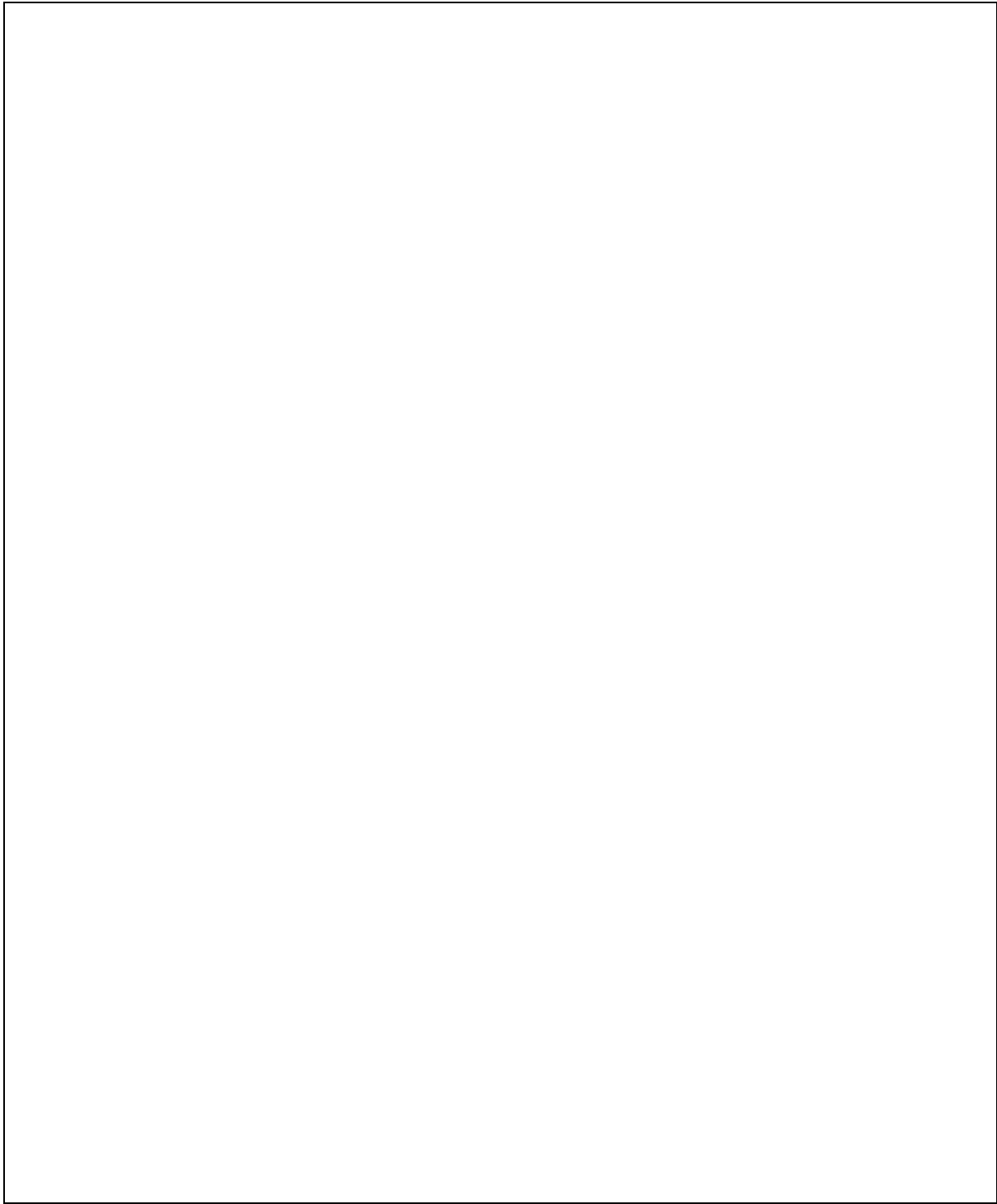
Job Title: Head of Information Governance

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.





Job Title: Head of Information Governance

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
Ability to travel effectively across the Trust and other sites often within tight timescales	Daily		
Attending meetings, sitting for long periods of time	Daily	1 – 4 hours at a time	
Use of VDU for extended periods on time e.g. to produce and update plans and documents	Daily	Several hours at a time	
Light physical effort when facilitating workshops or delivering presentations etc.	Weekly	1 – several hours at a time	
Travel distances may be significant with attendance required at All Wales meetings/events	Bi-Monthly		

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Frequent requirement to use high levels of concentration while producing complex reports and carrying out serious investigations	Daily	3 – 4 hours	
Dealing with frequent interruptions and the need to instantly re-prioritise work and manage demands regarding legislative timescales	Daily		
Intermittent levels of exceptional concentration required to ensure accurate reporting and analysis of highly complex data and information to Committee meetings, etc	Weekly		
Frequent requirement to adapt quickly to changing priorities and refocus the work of self and others on new priority areas that my need urgent action	Daily		
Use of problem solving and creative thinking to deal with operational and strategic challenges	Daily		

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Dealing with and communicating with all levels of staff and the public by both telephone and face to face	Daily		
Frequent contact with sensitive and distressing situations. Providing advice and support to staff regarding these issues.	Daily		
Meeting legislative deadlines and dealing with complaints from staff, members of the public and the Information Commissioners Office	Daily		

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and

for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Frequent VDU with long periods of concentration each day	Daily		
Requirement for frequent travel between sites for meetings	Daily		
Requirement for travel to other Organisations in Wales	Monthly		
Some degree of physical effort is required in setting up venues for meetings / workshops			