

Date: 20th February 2026
Ref: CORP 25/26 - 256

Dear [REDACTED]

Freedom of Information request: Information Governance Structure (CORP 25/26 – 253)

Thank you for your request for information which the Trust received on 3rd February 2026.

Your Request:

1. *The job descriptions and person specifications for any Information Governance or Freedom of Information related roles within your health board for bands 4, 5 and 6.*
2. *The structure of your information Governance team, including the amount of staff in each banded position. E.g. information Governance manager band 8b (x1), information governance officer band 5 (X3)*
3. *If 2 is not possible, then the general structure of your information Governance teams. E.g. information Governance manager, support officer, FOI lead.*
4. *If 2 and 3 are not possible, then the number of staff overall within your information Governance department. E.g., there are 10 people within the Information Governance department.*

Please find the Trust's response below:

Appendix 1 below contains the Senior Information Governance Officer job description and Information Governance team structure.

Additionally, the job description for the Freedom of Information and Compliance Officer position is included. This role sits within the Corporate Governance team.

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.

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
CF15 7QZ

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.



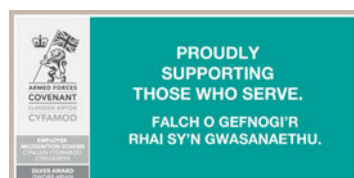
Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

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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JOB TITLE **Senior Information Governance Officer Band 5**

JOB OVERVIEW

- Support the Head of information Governance, work stream leads and other colleagues to deliver the core objectives of the Trust.
- Support the myriad of programme delivery objectives across the Trust ensuring that all required IG documentation to ensure compliance with the UK General Data Protection Regulations whilst drawing on knowledge gained through attendance at project meetings, previous experience and from the Head of Information Governance
- Utilise highly developed administrative, time management and organisational skills to ensure timescales are delivered against a backdrop of challenging timescales and conflicting priorities.

Main Duties of the Job

1. Assist and support the head of Information Governance and Data Protection Officer in all matters relating to Information Governance.
2. Review, develop and maintain policies and procedures in compliance with data protection legislation, Caldicott, information security, records management and other related national and local standards.
3. Communicate Information Governance advice to members of Staff, within own levels of knowledge and expertise, referring to the Head of Information Governance when appropriate.

Responsible to

Reporting: Head of Information Governance

Accountable: Head of Information Governance

Professionally: Head of Information Governance

Main Responsibilities

To follow Standard Operating Procedures and Trust Policies

Contribute to the review and development of related policies and procedures

Assist in the development and embedding of “Data Protection by Design and Default” to enable the Trust to comply with applicable Data Protection Legislation, Codes of Practice, ICO Guidance and Trust Policy. Achievement will be the management of the Data Protection Impact Assessment (DPIA) process, maintenance of the DPIA register and working with and alongside non-IG colleagues to enable them to complete DPIA’s compliantly.

The Incumbent will also be required to conduct audits of IG compliance across the Service areas within the Trust. The audits are required to be conducted in line with the requirements of applicable Data Protection legislation, Codes of Practice, ICO Guidance and Trust Policy. The detailed elements of the audit work will require the incumbent to work with Service leads in the effective delivery of the Audits with, where necessary, the support of the Head of Information Governance. The Incumbent will be required to submit formal Audit reports for approval to the Head of Information Governance and on occasion to brief the contents of the report to Service area leads.

The Incumbent will be required to conduct simple IG investigations in the DATIX system where potential data breaches have been reported. They will also be required to support the Head of IG in more complex incident investigations from time to time.

The need for effective communication is a key skill required for the role. The Incumbent will be required to support accurate flows of information fostering effective working relationships in relation to Information Governance for the Trust.

They will be required to positively engage with stakeholders in the delivery of key tasks associated with the role, ensuring that tight deadlines are adhered to. A wide range of differing forms of communication will be utilised dependent on the circumstances, which will include verbal, written and electronic communication.

It will entail the need to produce and present concise yet detailed reports, statistical information, proformas and templates. The Incumbent will be required to recognise difficulties when they occur and be able to select the most appropriate form of communication most likely to generate understanding.

The incumbent will be required to provide often complex information on projects which will include the need to effectively communicate with colleagues on work delivery, including the ability to negotiate and motivate.

In terms of training, the incumbent is expected to maintain currency on their own training via the Electronic Staff Record platform and to encourage colleagues to maintain their own currency in IG. They will deliver training and awareness in Information Governance in accordance with the Training framework and direction from the Head of Information Governance. They will update and maintain the Trust’s IG Training records that are outside the ESR platform and present the data for further analysis as required.

Communicate programme and project related information to Senior Managers and/or staff, identifying areas where there may be barriers and escalating these when required.

Motivate, support and influence key stakeholders to ensure timely completion of IG related documentation/processes and aid development.

Motivate, encourage, and offer support to work stream leads and IG colleagues, prioritising workload accordingly.

Where requested present information and reports to relevant Programme Boards and work streams, with the ability to provide oral updates on progress on IG related matters associated with the Programme/Work Stream.

Provide support to the Information Governance Team and wider Trust Digital Transformation Team when necessary to deliver relevant programmes of work.

Respond to correspondence as directed, some of which will contain sensitive information.

Maintain a high standard of confidentiality when dealing with day-to-day enquiries and general correspondence from colleagues in the Trust and members of the public.

Ensure that advice given to the public is consistent with Trust policy and procedure.

Undertake such other duties as may be required from time to time, commensurate with the post.

Be up to date with any development, regulations, and legislation applicable to the post.

Participate in the PADR process, identifying own training requirements for continued personal development.

As part of self-development, continuously update knowledge of new trends and maintain and improve knowledge and competence by taking part in appropriate courses and training if applicable.

Qualifications and Knowledge	Experience
Essential	Essential
Educated to Degree level or equivalent experience	Significant experience in an administrative/business role
Knowledge and understanding of the UK General Data Protection Regulation, Data Protection Act, Information Security, WASPI and Information Sharing and NHS Code of Confidentiality	Previous experience of working with healthcare
Thorough understanding of a range of Software (Microsoft Office, Excel, email) and ability to evidence its use	Experience of report writing and excellent organisational and planning skills
Ability to collate, analyse and draw conclusions from data and present reports in a variety of formats	Desirable
Evidence of continual professional development	Previous experience in information governance setting
Desirable (for use in shortlisting)	
Understanding of systems in use within NHS organisations	

Data Protection Qualification	
Knowledge of Healthcare	
Skills and Attributes	Other
Essential	Essential
Excellent organisational, interpersonal, and negotiating skills with an ability to communicate effectively with a range of internal and external personnel	Ability to deal with highly complex and emotive issues
Able to prioritise a range of tasks	Ability to travel between sites in a timely manner as and when required
Ability to work on own initiative without direct supervision	Flexible approach to the needs of the service
Ability to analyse issues and recommend appropriate interventions and solutions	Always present themselves in a professional manner
Methodical and organised	Ability to apply excellent attention to detail and accuracy
Excellent motivation, negotiation, and persuasion skills	Ability to multitask and cope with high levels of work
Active listening skills	Desirable:
Strong team working	Welsh Speaker (Level 1) or willingness to work towards
Ability to write and present reports and proposals	
Highly professional, positive approach	

Chief Executive Officer

Executive Director of Finance/SIRO

Head of Information Governance and Data Protection Officer

NWSSP IG Manager

Senior IG Officer

VCS Medico-Legal Clerk

JOB TITLE **Freedom of Information and Compliance Officer**

JOB OVERVIEW

- The Freedom of Information and Compliance Officer will be responsible for ensuring that the Trust meets its obligations under the Freedom of Information (FOI) Act 2000, Environmental Information Regulations 2005 (EIR), Public Records Act 1958, Data Protection Act 2018 (including the retained European Union General Data Protection Regulations known as UK GDPR), Human Rights Act 1998 and Protection of Freedoms Act 2012 and all other applicable statutory guidance and codes of practice which are in force within the UK.
- The Freedom of Information and Compliance Officer will play a key role in supporting the Trust's Corporate Governance function with the effective delivery and co-ordination of all aspects of regulatory, statutory and legislative compliance in accordance with the principles of good Corporate Governance.

Main Duties of the Job

The post holder will be responsible for ensuring appropriate and timely responses for requests made to the Trust under the Freedom of Information Act 2000 ensuring due compliance with all statutory requirements.

The post holder will support the management and continuous development and improvement of the Corporate Governance Compliance System to ensure effective governance arrangements remain in place across the Trust. In support of this, the post holder will proactively seek opportunities to benchmark and learn from others adopting innovative practice to optimise effective corporate compliance arrangements.

Responsible to

Reporting: Corporate Governance Manager

Accountable: Director of Corporate Governance and Chief of Staff

Professionally: Director of Corporate Governance and Chief of Staff

Main Responsibilities

Freedom of Information Act, its associated Environmental Information Regulations, Public Records Act 1958 and UK GDPR

- The post holder will support the Director of Corporate Governance & Chief of Staff in managing the Trust's response to the statutory requirements of the Freedom of Information Act 2000 (FOIA) its associated Environmental Information Regulations 2005 (EIR), Public Records Act 1958 and UK GDPR.
- The post holder will act as the Freedom of Information Officer for the Trust, leading on the planning, managing and being responsible for all aspects of administration and operation of systems for processing and recording all requests for information within the requirements of the FOIA Act, EIR, Public Records Act 1958, UK GDPR and applicable statutory guidance and codes of practice such as but not exclusive to Code of Practice for the management of records issued under Section 46 of the Freedom of Information Act 2000.
- Responsible for ensuring appropriate and timely responses are made for requests under the FOIA/EIR by coordinating all FOIA/EIR requests and to draft prepare responses based on the information provided for approval by the lead Executive Director and sign off by the Director of Corporate

Governance and Chief of Staff. This will involve pulling together information from a number of sources, analysing and summarising information, and providing explanations where the use of an FOIA/EIR exemption/exception is necessary.

- Responsible for reviewing current systems and processes for maintaining compliance with the Freedom of Information Act and its associated Environmental Information Regulations, identifying and making recommendations on ways in which they could be improved.
- The post holder will work with the Director of Corporate Governance & Chief of Staff to ensure implementation and further development of the organisational approach and processes in relation to compliance with the Freedom of Information Act and the associated Environmental Information Regulations, updating of the Trust's FOI Publication Scheme to reflect any changes.
- Provide advice, support, clarification and assistance to staff across all departments and divisions of the Trust in relation to FOI/EIR. Assisting those who are contributing to requests for information to ensure that the information that is provided meets the requirements of the Act/EIR.
- The post holder will apply analytical skills to identify trends in information requests and establish whether information requested could be more readily available in the future.
- Seek appropriate advice, guidance and training from the Trust's Head of Information Governance in relation to FOIA/EIR/UK GDPR matters should there be a need to do so.
- The post holder will support the Trust Head of Information Governance by providing timely and accurate FOIA/EIR data to enable the annual completion of the FOIA/EIR section of the annual Information Governance Toolkit
- Develop, manage and update the Trust's FOI Publication Scheme, including development and maintenance of an FOI Disclosure Log.
- Compile and produce reports with regard to FOI requests and compliance with the FOIA for the Executive Management Board and Trust Audit Committee.
- Provide regular, accurate and timely reports on FOIA/EIR requests received by the Trust as mandated by the Welsh Government
- The post holder will be expected to work in a pro-active manner across the Trust.
- The post holder will be expected to seek advice when necessary but will be responsible for managing own area of work.
- The post holder will be expected to work collaboratively with other NHS Wales FOI Officers in determining approved common responses to "round robin" requests made to NHS Wales under FOIA/EIR
- Represent the Director of Corporate Governance and Chief of Staff in their absence at meetings of the FOIA All Wales Group.

Corporate Governance and Compliance

- The post holder will support the Head of Corporate Governance with changes in statutory legislation and guidance for the development and monitoring of Governance policies, procedures, protocols and safe systems of work and support managers in the implementation of these.
- Work collaboratively with operational delivery teams and corporate central functions to develop and maintain the Trust's legislative and regulatory assurance framework to provide the Board, through the Audit Committee, mapping assurance on the Trust's compliance with legislation and regulation ensuring areas of concern are aligned with the risk management process. This could include but is not exclusive to inquiry preparedness, Ministerial Directions, Welsh Health Circulars etc.
- Support the Governance Function in its Covid-19 Inquiry preparedness working closely with colleagues across the Trust and externally with appointed legal advisors, this could include gathering evidence to support the inquiry.
- The post holder will support the Head of Corporate Governance in maintaining a robust Declarations of Interest, Gifts, Hospitality & Sponsorship process within the Trust ensuring compliance with the Standards of Behaviour Framework Policy and providing advice and guidance across the Trust. This will include being the first review of the submissions, identifying any omissions and dealing with any discrepancies prior to submitting to the Head of Corporate Governance for approval.
- Draft Board and Committee level reports in relation to the Trust's legislative and regulatory assurance framework and Standards of Behaviour i.e. Declarations of Interest.

- Support the Head of Corporate Governance in the production of the Annual Report in terms of corporate governance compliance.
- Schedule, co-ordinate and maintain training records in relation to education to Trust staff on relevant aspects of corporate governance compliance

Policies Management

- The post holder will support the Corporate Governance Manager in implementing the Trust's 'Policy on Policies'.
- The post holder will work with the Corporate Governance Manager to ensure implementation and further development of the organisational approach and processes in relation to Trust wide policies.
- The post holder will act as the Policy Officer for the Trust:
 - Responsible for developing and reviewing guidelines for the development of policy documents;
 - Identifying consultation groups and managing the consultation process for new and revised policies;
 - Submitting policy documents for final approval and subsequent dissemination of the policy;
 - Maintaining the policy database and library;
 - Updating the Trust's website and staff intranet site in relation to Trust wide Policies
- Establish and implement a system to ensure that all policies are reviewed and approved within the required timescales.
- The post holder will be expected to work in a pro-active manner across the Trust.

Information and Analysis

- The post holder will regularly pull together information from a number of sources, analysing and summarising information, and providing explanations where the use of an FOIA/EIR exemption/exception is necessary and will require effective analytical and decision-making skills.
- Prepare and Board and Committee level reports in relation to FOI/EIR requests and compliance with the FOIA/EIR; the Trust's legislative assurance framework and Standards of Behaviour i.e. Declarations of Interest.
- The post holder will be required to pull data from the policy schedule to report on policy compliance and performance of functions in the timely review of their assigned documents and escalating areas of significant non-compliance.

Qualifications and Knowledge	Experience
<p>Essential</p> <ul style="list-style-type: none"> • Educated to degree standard or equivalent experience in a business management role • Excellent organisational skills • Experience in managing FOIA/EIR requests • Working knowledge of FOIA/EIR, UK GDPR and the Public Records Act 1958 • Knowledge of administrative processes and systems. • Knowledge and experience to deal with non-routine issues such as problem solving • Knowledge of relevant legislation and policy management • Evidence of continued professional development. <p>Desirable</p> <ul style="list-style-type: none"> • Freedom of Information/Environmental Information Regulations Qualification e.g. Practitioner 	<p>Essential</p> <ul style="list-style-type: none"> • Advanced use of IT packages to support production of documentation, statistical information, etc. • Sound planning and organisational skills • Understanding of principles of NHS and public sector governance • Understanding of statutory obligations of Trust and NHS legislation • Experience of building and maintaining robust, effective, professional relationships and networks across a wide range of professions and organisations <p>Desirable</p> <ul style="list-style-type: none"> • NHS experience

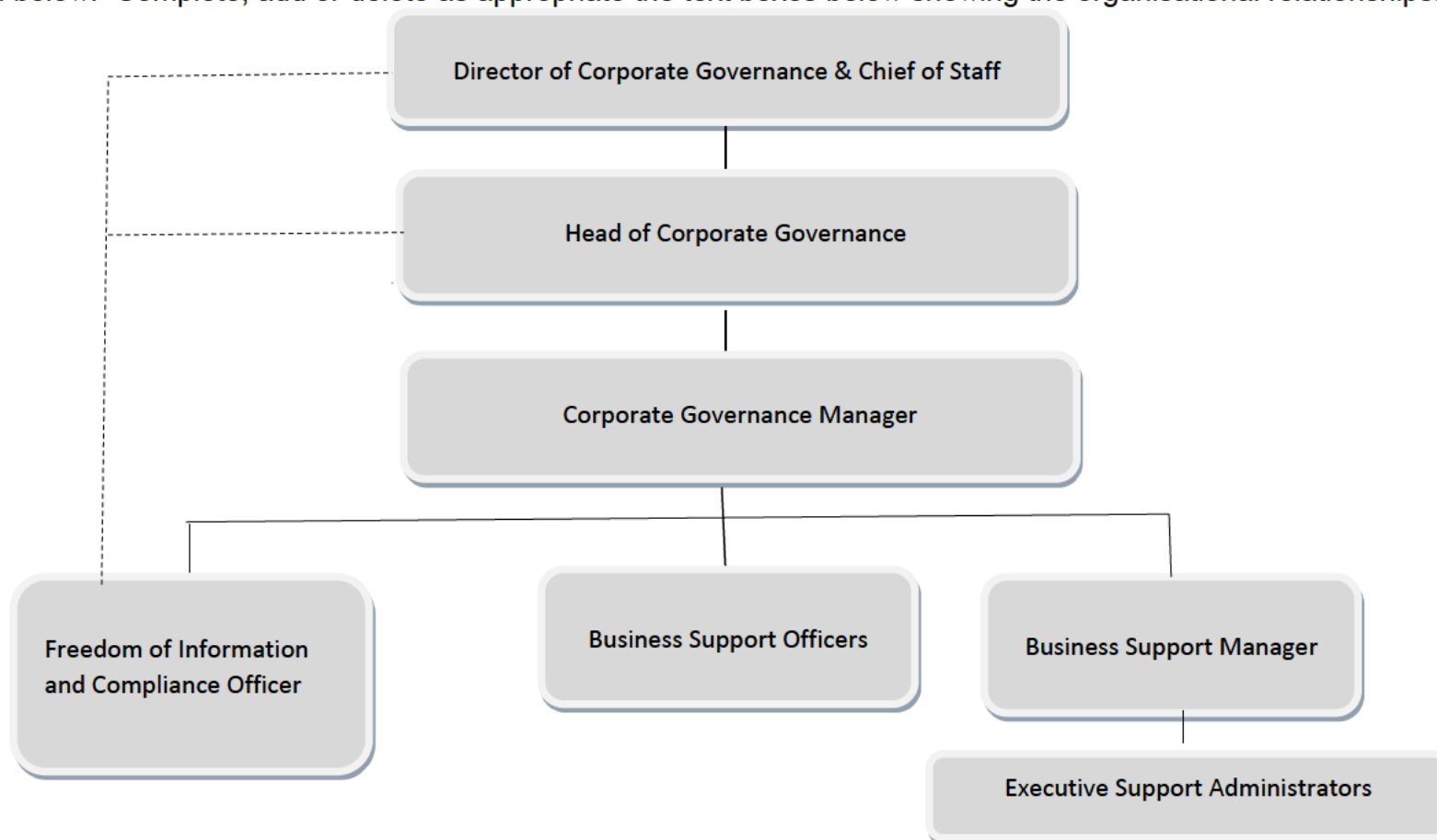
Skills and Attributes	Other
<p>Essential</p> <ul style="list-style-type: none">• Evidence of proficiency in the management and maintenance of multiple systems (i.e. MS Office, MURA, SharePoint, etc.)• Ability to assess complicated information; recognising key issues in complex cases immediately; making reasoned decisions on the evidence provided and planning work accordingly, seeking advice or assistance where appropriate.	<p>Essential</p> <ul style="list-style-type: none">• The post holder will be required to travel within Wales to support the office with its business administration duties <p>Desirable</p> <ul style="list-style-type: none">• Welsh Language (Level 1)

NHS Wales Job Description Technical Document

Please submit this document with the Job Description when submitting for job evaluation (banding) although it will not be used for recruitment purposes.

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and two levels above and below. Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



Effort and Environmental Factors

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

The examples provided should relate to this post and what is written in the Job Description. 3 examples should be adequate

Physical Effort		
<p>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, such as:</p> <p>'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 - <u>N.B.</u> Walking /driving to work is not included'. Many roles will require a combination of sitting, standing, and walking with little or no requirement for physical effort.</p> <p>Where the role requires some physical effort, please provide examples and state if this is Rare – combination of sitting, standing, walking or Occasional – at least 3 times per month but fewer than half the shifts worked or Frequent – occurs on half the shifts worked or more Several Periods – repeated recurrences of physical effort during the shift or Ongoing – continuously or almost continuously Short Periods – up to and including 20 min or Long Periods – over 20 mins</p>		
Examples of Typical effort(s)	How Often	How Long
Based largely working in an office or remotely in the home environment involving a combination of sitting and standing most of the day.	Daily	All day (37.5 hour week)

Mental Effort

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, e.g.:

'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.

Type

General Awareness – carry out day to day activities but no need to concentrate on complex or intricate matters

Concentration – jobholder needs to stay alert for periods of one to two hours

Prolonged – requirement to concentrate for more than half the shift

Intense – In-depth mental attention with proactive engagement

Unpredictable – jobholder needs to change from one activity to another at a third-party request. Jobholder has no prior knowledge

How often

Occasional – fewer than half the shifts worked

Frequent – occurs on half the shift worked

Examples of Typical effort(s)	Type	How Often
Requirement for prolonged concentration e.g. analysing information, drafting projects documents while dealing with interruptions.	Daily	Frequent
Requirement to adapt to changing priorities and re-focus the work of self and others on new priority areas that may require urgent action.	Daily	Frequent
Workload pressures with competing demands, driven by internal and external timescales.	Daily	Frequent

Emotional Effort

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**

Type

Direct – jobholder is directly exposed to a situation/patient/client with emotional demands

Indirect – jobholder is indirectly affected by for example word processing reports of child abuse

How Often

Rare – less than once a month on average

Occasional – once a month or more on average

Frequent – once a week or more on average

Examples of Typical effort(s)	Type	How Often
Exposure to distressing and upsetting situations/circumstances will be rare.	Direct	Rare

Working Conditions

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**

Rare – less than three times a month on average

Occasional – three times a month on average

Frequent – several times a week with several occurrences on each shift

Examples of Typical effort(s)	How Often
Required to use a VDU for most of the day.	Frequent (Daily)
Able to travel to other sites when required.	Occasional