



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	Senior Records Officer
Pay Band:	4
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Digital Transformation
Department:	Information Governance
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Document and Records Manager
Professionally Accountable to:	Head of Information Governance, Records and Data Protection Officer
<u>VALUES & BEHAVIOUR</u>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

JOB SUMMARY / PURPOSE:

The Senior Records Officer will provide high quality, comprehensive technical, administrative, and clerical support to the Document and Records Manager and the Information Governance Team to provide an efficient Records Management Service across Powys Teaching Health Board.

Establish and maintain the administrative infrastructure necessary to support the Team in meeting its objectives and targets set by legislation and within the Records Management workplan. This will include the development of systems and processes within Information Governance to monitor performance against indicators and highlighting poor performance to the Document and Records Manager.

Maintain effective administrative systems to support requests for information under the Freedom of Information Act and UK General Data Protection Regulation/ Data Protection Act 2018.

Communicate regularly with organisations and individuals from outside of the Health Board, ensuring confidentiality is maintained where necessary, and acting with tact and diplomacy when dealing with sensitive or contentious issues.

DUTIES & RESPONSIBILITIES

Manage and control systems to process timely responses to Freedom of Information & Data Protection Subject Access Requests including coordinating requests issued to others; tracking progress and collation of requests; seeking appropriate approval and advice from Senior Management where appropriate; drafting final responses to the applicant and ensuring legislative timescales are met.

Responsible for the collection of agreed Key Performance Indicators (KPI's) providing information, collating statistics, and reporting any issues or concerns to the Document and Records Manager.

Produce and present documents e.g. detailed reports, statistical information, minutes of meetings, proformas and templates.

Assist in drafting and reviewing Records Management related policies and procedures.

Make decisions within own area of authority or refer to the Document and Records Manager or appropriate person / department.

Exchange sensitive/confidential information with senior managers, maintaining confidentiality according to Health Board and Statutory requirements. Use complete discretion in the management of enquiries, queries, and requests.

Exercise independent judgment and initiative when problems arise, taking the necessary actions to resolve the problems or referring to the appropriate person. Populate and update the Records Management section on SharePoint and Health Board website.

Populate and maintain the Information Governance Risk Register under the direction of the Document and Records Manager.

Provide administrative support to internal Records Management Groups in line with management requirements to include formal minute taking, agenda setting, follow up actions.

Be the FOI & Data Protection Act Request Administrator. Manage and control systems to process timely responses to Information Requests including coordinating requests issued to others.

Produce weekly, monthly, and annual reports for requests for information.

Responsible for the timely updating of the FOI Disclosure Log.

Conduct records related audits and feedback results to Document and Records Manager.

Communication

Support excellent flow of information fostering effective working relationships on information and governance for the Health Board.

Provide a point of contact for enquiries, handling incoming/outgoing communications and sensitive data issues from Welsh Assembly Government Officers, AMs, MPs, Senior Managers, staff, other organisations, and the public.

Using excellent interpersonal and empathy skills in a confidential and professional manner, answering queries, and using telecommunications. This will require a high degree of tact and diplomacy to communicate information whilst overcoming barriers to understanding.

Establish good levels of communication and liaise with other administrative officers and secretaries across departments and other Health Boards.

Positively engage with stakeholders in the delivery of key tasks associated with requests for information collating information from departments ensuring tight deadlines are adhered to.

Maintain a range of communication methods including using tact and discretion to ensure Health Board staff have access to up-to-date information about records related projects and services.

Progress chasing tasks, escalating to more senior members of the team if delays arise.

Deal with telephone enquiries in a timely and proficient manner from external organisations and internally to the Health Board.

Communicate with callers who maybe frustrated with a delay in process, and it may be necessary for the post-holder to provide reassurance to the caller using a range of communication skills.

Provide administrative support on projects required by Document and Records Manager and where appropriate the wider Information Governance Team.

Attend delegated/relevant meetings as and when required.

Develop and control administrative systems to assist with the management of Records Management workload and responsibilities.

Prepare and type correspondences. There will be times when this is of a confidential, sensitive, or contentious nature and will need to be dealt with in an appropriate manner.

Planning, Business Analysis, Service Improvement

Coordinate the Information Governance Team diaries including scheduling and rescheduling of appointments.

Research and collate requested data from Senior Members of staff and analyse / organise as required, producing analytical documents to display results.

Schedule and arrange meetings/training awareness sessions including being responsible for the compilation of the agenda, distributing correspondence, taking, and transcribing formal minutes as required.

Follow Standard Operating Procedures and Health Board Policy.

Provide accurate analysis of evaluation outcomes for example training evaluations.

Assist in any surveys undertaken.

Assist with basic process mapping and produce the associated documentation required.

Continually review practice and apply lessons learnt to future work.

Training

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

Demonstrate duties within own area of responsibility to colleagues and new starters as appropriate.

Professional Development

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

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

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

Use available resources to keep abreast of Health Informatics & Technology topics (Intranet, internet, reading materials, conferences etc.).

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.

Aware of, and act in accordance with level of post, Health Board policies and procedures.

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Educated to A level or NVQ L3 qualification relevant to the role plus</p> <p>Knowledge of Records Management or equivalent demonstrable experience relevant to the role plus</p> <p>RSA or equivalent skills to L3</p>	<p>IHRIM qualification or Records Management qualifications</p>	<p>Pre-employment checks Application Form</p>
Experience	<p>Significant experience of working within an office</p> <p>Experience of communicating with a range of stakeholders at various levels</p> <p>Experience of using Microsoft packages to produce documents</p>	<p>Experience of report writing, working with statistical information</p>	<p>Application Form and Interview</p>
Aptitude and Abilities	<p>Competent in the use of desktop applications to support role</p> <p>Ability to communicate in a variety of ways with stakeholders including verbal, written and presentation skills</p> <p>Effective interpersonal skills and the ability to build and maintain effective working relationships</p>	<p>Ability to speak Welsh</p> <p>Knowledge and understanding of the Data Protection and Freedom of Information Acts</p> <p>Able to use own judgement to analyse and resolve problems</p>	<p>Interview Application Form</p>
Values	<p>Demonstrate PTHB Values</p> <p>Enthusiastic and motivated individual</p> <p>Work as part of a team and on own initiative as required</p> <p>Able to deal effectively at all levels with staff, patients, third party contractors and suppliers</p>		<p>Interview Application Form</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Other	Continued professional development Ability to travel as required		Application Form and Interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board 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.
- **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 their organization's Compliance Notice under the Welsh Language Standards, as well as any local policies with regards the Welsh language; as well as taking 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:** 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 General 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 and the HB or Trust 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/Trust 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/Trust 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 **no contact** with patients / service users / children /vulnerable adults in the course of your normal duties. You will therefore not be required to apply for a Criminal Record Bureau Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **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/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust 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.

Organisational Chart



