

INFORMATION GOVERNANCE SUPPORT OFFICER

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Support the Trust in meeting data protection, information governance and records management requirements.
- Help manage and respond to requests for information, making sure they are handled accurately and within legal timescales.
- Investigate information governance incidents, maintain records and support actions to improve compliance.
- Deliver information governance training and guidance to staff, helping them understand their responsibilities.
- Assist with audits, monitoring activities and the Data Security and Protection Toolkit to support good information governance practices.
- Provide administrative support to the Information Governance Team, including managing enquiries, arranging meetings and maintaining accurate records.

Job Description

Job title:	Information Governance Support Officer
Grade:	Band 4
Site:	The Shrewsbury Business Park
Accountable to:	IG Manager
DBS required:	None

Job Purpose

The post holder will support the Information Governance (IG) Team in the promotion of good IG practice in relation to work procedures and practices underpinned by knowledge of the Data Protection Act 2018, General Data Protection Regulation, Freedom of Information Act and Records Management Code of Practice.

This post will provide support to the IG Lead in ensuring that the Shrewsbury and Telford Hospital NHS Trust meets its legal obligations in relation to any current and future data legislation.

The post holder will contribute to and support the provision of training and monitoring of the IG framework and will provide and receive complex information whilst offering advice and guidance on the practical implementation of IG.

This includes supporting the development and implementation of organisational policies and procedures, including informing staff of their responsibilities. This could be via induction, staff training, briefing sessions, newsletters or within team meetings.

Main Duties and Responsibilities

NHS Digital – Data Security & Protection Toolkit (DSPT)

- Gathering information and evidence required to complete the DSPT
- Challenge and motivate assertion owners to meet deadlines e.g. contacting, establishing cause of delays and advising on ways to achieve compliance

GDPR compliance

- To support the Data Protection Officer with the implementation of GDPR within SaTH, and provide support for the Trust to become compliant with GDPR
- Manage the population of the information asset register and offer advice and support to those Information Asset Owners (IAOs) and administrators.

Datix Incidents and Investigations

- Provide and receive complex information relating to information breaches and IG queries
- Undertake factual investigations, depending on severity, into information governance incidents and maintain a log of any incidents and remedial recommendations and actions

Training

- To deliver all aspects of IG Training for all staff:
 - IG Induction
 - IG Refresher Training
 - Group / team training, if required
 - Workbook collation and grading

Information requests:

- Maintain an effective system for recording, controlling and responding to all requests for information received by the Trust under the provisions of the Freedom of Information Act 2000 and Data Protection Act/ GDPR.
- Ensure that all requests for information are registered and managed in a way that enables the Trust to comply with the requirements of the Act as regards disclosure and response times.
- The post holder will need to ensure that responses to multiple information requests are tracked and responded to in a timely manner

- Draft a response for the role who will finally approve the response
- Alert the appropriate roles of any potential breaches of information request time limits.
- Maintain current knowledge of the application of the FOI Act 2000 and Data Protection Act in relation to information requests and associated case law
- Link into other FOI Officers and IG Support Officers in the region for help and support

Other

- Provide administrative support where required which will include being the first contact within the IG Team, booking meetings with data subjects and managing the dedicated IG inbox
- Maintain professional awareness of information related legislation and DSP Toolkit updates
- You will be expected in your day-to-day activities to behave in a way that is clearly aligned to the Trust Values
- To conduct spot check audits, Information Security Audits and Confidentiality audits
- To work with guidance from senior members of the IG team, seeking advice and support as required.
- To be responsible for accurate and timely administration using both written and computerised equipment for all training related activity.
- To be responsible for managing and prioritising own workload and have the ability to respond appropriately to frequent and unpredictable requests for support, advice and guidance.

Physical, emotional and mental demands of the post include:

- The post holder will be required to be professional, polite and constructive in all dealings with third party suppliers and colleagues within the Trust. The post holder will have to be comfortable communicating complex ideas to groups of non-technical people.
- To travel regularly between home, Royal Shrewsbury Hospital, the Shrewsbury Business Park and Princess Royal Hospital sites to arrange, attend meetings as demanded by service need.
- To work flexibly as appropriate in order to meet critical deadlines.
- To act sensitively at all times ensuring that the concerns of those affected by the progress of the projects are dealt with promptly and effectively.
- To ensure confidentiality is maintained as appropriate.
- To manoeuvre, lift and prepare equipment and resources that might reasonably associated with the execution of projects.

Person Specification

	Essential	Desirable
Qualifications	• A level/equivalent qualification or relevant professional experience, which demonstrates equivalent academic skills.	• Certificate/training in NHS Information governance. • Training in GDPR / Data Protection • FOI experience
Knowledge, Behaviours and Experience	• A general understanding of the FOI Act, GDPR and Data Protection Act (2018). • Knowledge of incident reporting and incident reporting systems • Awareness of the national IG framework and assessment e.g. Data Security & Protection Toolkit • Ability to recognise trends in data and potential areas of improvement for Information Governance • Excellent interpersonal skills. • Excellent research, analytical and presentational skills. • Database management.	• Carrying out of internal compliance audits in line with legal frameworks such as DPA and General Data Protection Regulation • Detailed knowledge of the role and responsibilities of Caldicott guardian/SIRO and DPO Project management skills. • A good knowledge of the Caldicott recommendations for handling data in the NHS

	• Ability to develop and deliver training.	
Skills	• Ability to communicate effectively verbally, written and by presentation. • Effective listening skills • Ability to compile statistics and reports • Demonstrate knowledge of current issues in information management in the healthcare setting. • Advanced keyboard skills including good knowledge of Microsoft Office, Word, and Excel. • Evidence of organisational and time management skills • Ability to maintain confidentiality and deal with situations in a sensitive manner. • Flexible and highly motivated. • Demonstrable commitment to inclusive working, ensuring equality and valuing diversity	• Knowledge of other public sector environments • Project planning and management. • Analytical skills

Other	• Willingness to develop new skills and undertake training as necessary • Flexible approach • Professional appearance • An effective and supportive team player. • Punctual and reliable • To work at PC/VDU for a prolonged period of time. • Ability to travel across all hospital sites • Plan and organise activities or programmes Plans diary and meetings with clients, NHS and Legal staff	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must

be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and

thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

