

Job Title:	Head of Information Governance & Systems	 Compass Services to improve health and wellbeing
Job Grade:	H	
Reports To:	AD of IT, Data & Info Governance	

Service Overview:

Corporate Services provides the infrastructure, systems and professional support that enable Compass to deliver safe, effective and high quality services across the organisation. Working closely with operational teams and corporate colleagues, the service ensures that our technology, information governance, data, systems and business intelligence support informed decision making, regulatory compliance and continuous improvement.

The Information Governance and Systems function plays a critical role in ensuring that organisational information is managed securely, accurately and in accordance with legal, regulatory and contractual requirements.

The team provides strategic leadership for information governance, health records management, clinical and corporate systems, performance reporting and business intelligence, helping colleagues access the information they need to deliver excellent services while protecting the confidentiality and integrity of data.

Job Purpose:

The Head of Information Governance and Systems provides strategic leadership for information governance, health records management, clinical and corporate information systems, business intelligence and organisational reporting across Compass.

The role is responsible for developing and implementing strategies that ensure organisational systems, data and information are secure, compliant, effective and aligned to the needs of the organisation. Working collaboratively with senior leaders, operational teams and external partners, the post holder will use data, technology and information to support informed decision making, service improvement and organisational performance.

The post holder will lead the continuous development of information governance practices, management information systems and reporting capability, ensuring Compass remains compliant with all relevant legislation, regulatory requirements and best practice while enabling colleagues to make effective use of information and technology.

Key Duties and Responsibilities:

1. Operational

- 1.1** Partner with and support the organisation in developing systems strategy and policy, performance improvement, and access to clinical information and health records.
- 1.2** Inform, stimulate, challenge and support strategic leads to develop effective strategies, analyse performance and identify opportunities for improvement.
- 1.3** Understand the external environment through horizon scanning and incorporate this into systems strategy and business development.
- 1.4** Provide technical leadership in the effective use of clinical systems to support strategy, policy development and performance improvement.
- 1.5** Act as the organisation's designated Information Governance Lead, providing strategic leadership and expert advice on Information Governance matters across Compass.
- 1.6** Lead on systems and clinical information requirements for new service implementation, ensuring Records of Processing Activities are reviewed and updated to maintain legal compliance.

2. Developing and Maintaining Relationships

- 2.1** Shape the transformation of how Compass collates, analyses and uses clinical systems to inform and improve performance, engaging and influencing colleagues at all levels.
- 2.2** Act as the principal liaison between Compass and the Information Commissioner's Office (ICO) regarding investigations, complaints and data infringements.
- 2.3** Assist the Senior Leadership Team and Board with the coordination and provision of high quality, timely and accurate performance information against key standards.
- 2.4** Ensure the Information Governance and Systems Team understands and translates internal customer system and data recording needs accurately and responsively, acting as an advocate for information management across Compass.
- 2.5** Coordinate and collaborate with colleagues and partners to enable health related information systems that support organisational objectives.
- 2.6** Advise senior leaders on future systems and reporting requirements, including the collaborative design and delivery of agreed developments.

- 2.7** Advise and support the Senior Leadership Team on the scoping, design and delivery of continuous improvement through the use of clinical systems, health records and Information Governance.
- 2.8** Act as a specialist resource for the delivery of the organisation's Information Governance requirements.
- 2.9** Work closely with the Data Protection Officer (DPO) to address high risk and strategic data protection issues, ensuring organisational alignment with regulatory requirements and best practice.
- 2.10** Work closely with the Senior Information Risk Owner (SIRO), Caldicott Guardian, Information Asset Owners (IAOs), IT specialists, Heads of Department and external providers to ensure effective Information Governance across Compass.
- 2.11** Manage relationships with providers of management information systems to optimise data integrity, functionality and reporting capability.

3. Managing Resources

- 3.1** Lead and manage the Information Governance and Systems Team, setting clear objectives and performance standards that support organisational priorities.
- 3.2** Create an inclusive, high performing culture where colleagues are engaged, supported and encouraged to develop their knowledge and skills.
- 3.3** Lead and manage organisational change relating to data, systems and performance functions to ensure consistency and alignment across Compass.
- 3.4** Manage risks relating to Information Governance, systems and data, supporting organisational business continuity planning.
- 3.5** Lead key working groups, as directed, in support of organisational strategic priorities.
- 3.6** Assist with creating the conditions required to develop a comprehensive suite of Key Performance Indicator dashboards across clinical and non-clinical systems, supporting Operations, Quality, Finance and People.
- 3.7** Support the interpretation, monitoring, investigation and analysis of clinical systems to improve service delivery, Information Governance, quality assurance and continuous improvement.
- 3.8** Maintain awareness and understanding of national and locally agreed performance standards and reporting requirements applicable to the organisation.

- 3.9** Lead the continuous development of Compass operational and organisational management information systems.
- 3.10** Ensure operational management information systems remain fit for purpose and continue to meet the needs of users and the Senior Leadership Team.
- 3.11** Use relevant IT and data systems to support the management, delivery and development of services and departments, ensuring records remain accurate and current.
- 3.12** Ensure government guidance and legislation relating to data and systems is interpreted appropriately and implemented in accordance with compliance and good practice.
- 3.13** Review and maintain Records of Processing Activities to ensure ongoing legal compliance.
- 3.14** Monitor compliance through audits and reviews and implement corrective actions where required.
- 3.15** Maintain and update Information Asset Registers.
- 3.16** Manage complaints relating to information rights and data protection, including those raised by the Information Commissioner's Office or other individuals.
- 3.17** Provide advice on applicable data protection legislation, regulations and best practice.
- 3.18** Design, develop and implement organisational policies, procedures and guidance to maintain compliance with mandatory Information Governance requirements.
- 4. Managing Self**
 - 4.1** Prioritise own workload within agreed objectives using your own initiative.
 - 4.2** Take responsibility for own learning and professional development in line with Compass' Learning and Development framework.
 - 4.3** Take responsibility for your own and others' health and safety in the working environment.
 - 4.4** Promotes equal opportunity and diversity within Compass.
 - 4.5** Ensure that confidentiality is upheld at all times in line with Compass policy.
 - 4.6** Ensure safeguarding responsibilities are delivered in line with role and competency level.
 - 4.7** Works in accordance with Caldicott principles and Data Protection principles and adheres to all relevant Compass policies, procedures and guidelines.

- 4.8** To act as a role model in applying good infection control prevention and control policy and practice within Compass.
- 4.9** Participate in the Compass performance review process and respond to agreed objectives.

Flexible Approach

- To undertake any evening or weekend working as required.

To carry out such other duties commensurate with the grading of the post as may be reasonably determined from time to time.

In addition to these functions the post holder is expected to:

- 5.** In agreement with the line manager carry out such other duties as may be reasonably expected in accordance with the grade of the post.

Financial Responsibilities: N/A

People Responsibilities: Responsible for the leadership, supervision, performance management and professional development of the Information Governance and Systems Team, including direct line management responsibilities.

Qualifications, Experience and Knowledge:

ESSENTIAL

Qualifications

- Educated to degree level or able to demonstrate substantial relevant experience in a similar role.

Experience

- Experience of developing and managing clinical and non-clinical systems.
- Experience of working with stakeholders, confidently challenging existing ways of working and influencing large scale organisational change.
- Highly developed leadership and management skills, with experience of role modelling collaborative and empowering behaviours that motivate, inspire and develop others.
- Experience of Health Records Management and clinical data management.

- Experience of delivering Information Governance activities, including Data Protection Impact Assessments (DPIAs) and security checklists.
- Proven track record of collaboratively developing and delivering comprehensive reports across Operations, Quality and People for audiences at all levels of an organisation.
- Highly developed skills in working collaboratively with internal customers to understand system and Information Governance requirements and translate these into effective solutions.
- Extensive experience of investigating, analysing and interpreting data and clinical information to support organisational decision making.
- Experience of developing and utilising systems to optimise organisational performance, ensuring accurate and appropriate data capture.
- Experience of leading the design and delivery of continuous improvement relating to systems and Information Governance.
- Experience of system implementation, change management and service redesign.
- Experience of using data systems to support service delivery, quality improvement and organisational performance.
- Significant experience of Health Records, Patient Administration Systems (PAS) or NHS healthcare informatics.
- Experience of ensuring compliance with the Records Management Code of Practice.

Knowledge

- Knowledge of the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and Information Governance legislation and best practice.
- Intermediate to advanced IT and reporting skills.
- Knowledge of legislation, national guidance and best practice relating to Information Governance, Health Records and information management.
- Knowledge of performance reporting and business intelligence principles.

Personal

- Able to communicate complex information clearly and confidently with a wide range of audiences.
- Able to analyse information, make sound decisions and influence organisational change.
- Able to manage competing priorities and deliver work to agreed deadlines.
- Able to work collaboratively across departments while building positive working relationships.
- Committed to continuous professional development and organisational improvement.
- Committed to maintaining confidentiality, professionalism and high ethical standards.

DESIRABLE

Qualifications

- Relevant professional qualification in Information Governance, Health Informatics or a related discipline.
- Evidence of continuing professional development relevant to Information Governance, systems or data management.

Experience

- Experience of managing outsourced system providers and external contractors.
- Management experience within a healthcare, NHS or third sector organisation.
- Experience of managing and delivering a secure, efficient and confidential Health Records service.
- Experience of leading and managing clinical systems, including Electronic Patient Record (EPR) systems, together with non-clinical systems such as Datix.
- Experience of working within regulatory and compliance frameworks.

Knowledge

- Working knowledge of healthcare information systems.
- Knowledge of the NHS Data Security and Protection Toolkit (DSPT) and associated assessment requirements.

Personal

- Able to identify opportunities for innovation and continuous improvement.
- Demonstrates resilience and adaptability within a changing organisational environment.

Key Competencies/Personal Attributes:

The post holder must demonstrate strengths in the following competency areas:

- **Team Player** – able to work as part of a team, co-operate to work together and in conjunction with others and willing to help and assist whenever possible and appropriate.
- **Interpersonal skills** – able to develop, establish and maintain positive relationships with others both internal and external to the organisation.
- **Strategic Thinking** – able to identify and manage risk.
- **Confidence and Presentation Skills**– able to deliver messages in a confident manner, with excellent presentation skills and group work skills.
- **Communication skills** – excellent communication skills (both written and verbal) and ability to adjust communication style and content to the audience.
- **Resilience and Workload Management** – able to work under pressure, dealing with peaks and troughs in workload and see tasks through to completion when under pressure.
- **Flexible & Adaptable** – positive attitude to dealing with change; flexible and adaptable, and open to exploring new ideas.
- **Self-awareness** – ability to empathise with others, maturity to admit and rectify mistakes and strong degree of personal integrity to adhere to acceptable standards of behaviour.
- **Motivated** – highly motivated and reliable and organised to plan and meet deadlines and manage time effectively.

Compass Values:

The post holder must demonstrate exemplary behaviour in all Compass values, personifying the values and inspiring all colleagues to do the same:

We are Solution Focused

We believe in the art of the possible
We believe in being courageous and collaborative

We Act with Integrity

We believe our actions speak louder than words
We believe in asking for and offering help

We are Consistent & Reliable

We believe tenacity leads to success
We believe that no effort goes to waste

We Value Each Other

We believe in treating others as we expect to be treated
We believe everyone has something to contribute regardless of role

Safeguarding:

The post holder must demonstrate and share our commitment to Safeguarding:

- Work proactively to safeguard and promote the welfare of children, young people and vulnerable adults.

Equality, Diversity & Inclusion:

The post holder must demonstrate and share our commitment to EDI:

- Actively support a safe, inclusive team culture where colleagues and service users of all backgrounds feel respected and empowered.

Compass is committed to promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding and we expect all staff and volunteers to share our commitment. As part of our safer recruitment process, an enhanced DBS check will be undertaken before appointment as part of our pre-employment checking process and will be rechecked as and when determined by Compass. For further information about what is required in this process please go to www.gov.uk/disclosure-barring-service-check.

Compass is also committed to equal opportunities and expects all those employed or who volunteer to share our commitment.

