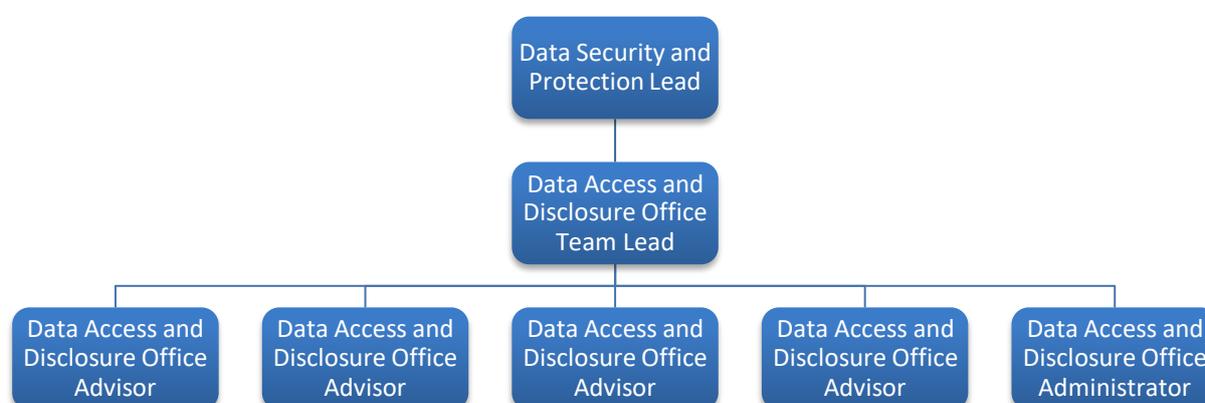


JOB DESCRIPTION

Job Title:	Data Access & Disclosure Administrator
Band/Pay:	Band 2
Department:	Health Informatics Service: Data Access & Disclosure Office (DADO)

Strategy



Job overview

We have an exciting opportunity for an Administrator to join our friendly Data Access & Disclosure team. To support the team in ensuring Torbay & South Devon NHS Foundation Trust complies with Data Protection, Freedom of Information (FOI) and Information Governance in a timely manner under the requirements of the Acts and relevant Codes of Practice. The job involves:

- Providing an efficient and effective administrative service for the team
- Recording the FOI and Data Protection requests on the IT system & sending correspondence
- Providing support with copying records identified for release

Main duties of the job

- Typing and other administrative support, including compiling correspondence as required
- Ability to develop spreadsheets or reports as requested
- Take comprehensive messages, dealing with post, e-mails, answering queries, etc. Undertaking all communication in a way that is appropriate to the communication needs of the user
- Responsibility for accurate data input onto the Trusts computer system, use of other IT systems as required
- Responsible for recording the FOI and Data Protection requests on the IT system & sending correspondence e.g. acknowledgement letters/emails
- Maintaining the filing systems, retrieving and filing information
- Photocopying, scanning, distributing information, sorting post and other general or shared office duties
- Undertake additional duties as required, commensurate with the level of the job

About your new team and department

The Data Access Office handles requests for information from the general public, patients, staff and solicitors under the Data Protection Act 2018, GDPR and the Freedom of Information Act 2000. At present the department receives in excess of 2,000 Data Protection requests & 840 Freedom of Information requests a year.

Detailed job description and responsibilities

Communication and working relationships

- Communication skills to liaise with External – Patients, Service Users, Insurance Companies, Solicitors', other NHS Organisations, Police and Local Authorities
- Internal – All staff working within and Torbay & South Devon NHS Foundation Trust
- A small team which deals with a wide variety of requests for information

Information technology

- Technology good working knowledge of Microsoft Word, Excel and Outlook
- Ability to learn detailed administrative functions within a variety of IT systems

Policy and service responsibility

- Data Protection & Access Policy
- Procedure for dealing with Subject Access Request

Physical skills and effort

- Prolonged sitting in a restricted position and using display screen equipment for majority of working time
- Standing to photocopy heavy medical records which have been requested for release
- Occasional requirement for light physical effort when carrying notes/stock, collecting and delivering post
- Repetitive movement of hand and arm

This job description is intended as an outline indicator of general areas of activity

Full training will be provided by the team.

PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Proven administrative and ICT experience • Knowledge of Microsoft Office IT applications • Accurate Data input skills • Good standard of education (5 GCSE's A-C or 9-5) 	<ul style="list-style-type: none"> • Understanding / knowledge of NHS administration
Knowledge and experience	<ul style="list-style-type: none"> • Ability to demonstrate a methodical and accurate approach to administrative matters • Ability to work to competing demands and to prioritise accordingly • Experience with handling a medical record or access/experience to a patient information system 	<ul style="list-style-type: none"> • Knowledge of Data Protection, Freedom of Information or Information Governance
Specific Skills	<ul style="list-style-type: none"> • Ability to accurately input large amounts of information to various computer packages • Ability to observe confidentiality when dealing with information 	
Requirements due to work environment/conditions	<ul style="list-style-type: none"> • Pleasant and friendly personality • Effective interpersonal skills including communication and listening skills • Ability to deal patiently with people with communication difficulties • Ability to work effectively as part of a team and also to work individually with initiative 	

	<ul style="list-style-type: none"> • Ability to observe confidentiality when dealing with sensitive information • Time management and organisational skills • Excellent interpersonal skills • Willingness to learn / train • Flexible approach to working hours 	
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Physical skills	<ul style="list-style-type: none"> • Must possess manual dexterity to process advanced keyboard skills
Physical effort	<ul style="list-style-type: none"> • There is a frequent requirement for sitting in a restricted position for a substantial proportion of the working time • Lifting of stationery / files • Required to use PC equipment continuously
Emotional effort	<ul style="list-style-type: none"> • To be able to deal with sensitive, distressing and graphic information
Mental effort	<ul style="list-style-type: none"> • Ability to manage time and organise work effectively and be able to work under pressure and with frequent interruptions