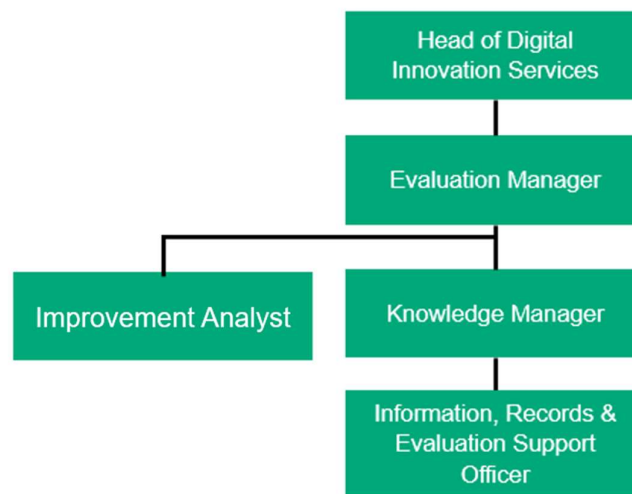**Job description**

Title: Information, Records & Evaluation Support Officer
Band: Band 5
Location: Liverpool and/or Manchester, remote agile working available.

Organisational Relationships

Reports to: Knowledge Manager
Responsible for: Supporting delivery of Records Management Project and supporting the Evaluation Team

Organisational Chart

Evaluation Team

Our Purpose: To be there when people need us most.

NWAS is an inclusive and compassionate organisation driven by three value principles, 1) working together; 2) being at our best; 3) making a difference, in service to our patients and communities. Our commitment to equality and inclusion feeds into everything we do and is a responsibility shared by everyone in the trust.

Job Purpose

The opportunity has arisen for an Information, Records & Evaluation Support Officer to work within the Evaluation Team, as part of an upcoming trust wide records and knowledge

management project. This is a full-time role which spans the three-year project delivery time. Agile working in the office and at home will be available.

We are seeking a detail-oriented and organised person to help us migrate records and information from our existing document management system to a new system, to support the delivery of a large-scale records and information improvement and migration project. You will be part of the Evaluation Team, working closely with the trust's Knowledge Manager in the delivery of the 3-year project. Alongside this, you will work to support the Evaluation Team, assisting in the administration and analysis of the team. As part of the project and the evaluation team, you will have opportunities to learn new transferrable skills and develop in the role.

Core Duties and Responsibilities

1. **Records Management Support**

   - To support the Project Board, including the Project Lead and Project Manager(s) with the delivery of a records management project including delivering training, running workshops, tracking actions, and responding to inquiries.
   - To advise staff on records management best practice by supporting to deliver training and creating best practice documentation.
   - To take an active role in the improvement of records and information management in the trust by advising and supporting staff where needed.
   - To support staff across the organisation with accurate filing and record management guidance.
   - To improve and maintain the records management sections on the trust intranet, SharePoint and Teams spaces.
   - To support with the improvement of trust compliance within GDPR and data protection guidance through working closely with staff to raise awareness of the importance of records management and make recommendations for change in working practices to enable the trust to be compliant with national standards.
   - To support with the development of records audits and audit dashboards ensuring that any recommendation action plans are implemented in a timely manner.
   - To support with the facilitation of 'Discovery Workshops' to engage with staff members on their current records and improvement methods.
   - To stay up to date with NHS and healthcare records management best practice.
   - To respond to emails and inquiries about records management and support with the maintenance of the Records Management inbox.
   - To support the Knowledge Manager in the delivery of records management project(s) such as meeting attendance, organising workshops, and site-visits.
   - To support with the writing of Policies and Procedures for records management.
   - To support with communication plans for staff engagement with records management such as bulletins and other visual medium such as posters, leaflets, and other promotional materials.
   - To support with the delivery and creation of modern records management training (both online and face-to-face).
   - To support with the improvement of trust archiving practices and policies.
   - To deputise for the Knowledge Manager where appropriate.

2. Evaluation Support

- To work alongside the Evaluation Team to develop and design evaluation workstreams including scoping, research, data reviews, data collection, data analysis, and write-up.
- To support with the deliverables of the Evaluation Team such as report writing, data collection, and data analysis.
- To respond to emails and inquiries regarding Evaluation and support with the maintenance of the Evaluation inbox.
- To support with the development of training and communications about Evaluation including promotional materials, presentations, and posters.
- To support with the facilitation of the Evaluation Forum and advise staff on Evaluation best practice as required.
- To assist with the collection and analysis of data as part of evaluation projects including quantitative (such as surveys, data dashboards) and qualitative (focus groups, interviews).
- To support with undertaking and summarising literature reviews and evidence scans as part of research.

3. General Duties and Responsibilities

- Too act as an ambassador for NWAS values and culture.
- To enhance own performance through continuously developing own knowledge, skills, and behaviours to meet the current and future requirements of the job and respond to the learning needs of the Trust.
- To contribute positively to the effectiveness and efficiency of the teams in which you work.
- The post holder will be required to adapt to and undertake different or new duties in line with professional and service developments This Job Description is intended as a general guidance to the duties and responsibilities of the post and is not, therefore, exhaustive. It will be subject to review, in light of changing circumstances and in consultation with the post-holder.

Corporate Responsibilities

- Compliance with trust policies, procedures, and protocols at all times.

- Compliance with all statuary and legal duties including the Freedom of Information Act 2000; Computer Misuse Act 1990, and keep up to date with any changes or additions relevant to legislation.

- Maintain confidentiality and security of all information in accordance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018, the common law duty of confidentiality and, for the protection of patient confidentiality, the principles of Caldicott.

- Support positive action in service of the Equalities Act 2010 and the trust commitment to antiracism.

- Provide a healthy, safe, and secure working environment by adhering to Health and Safety Regulations, trust policies, procedures, and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary.

- Abide by the NHS values and the NHS Constitution, maintaining the highest standards of care and service, treating every individual with compassion, dignity, and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole.

- Maintain own CPD to enhance own performance through continuously developing own knowledge, skills, and behaviours to meet the current and future requirements of the job and respond to the learning needs of the trust.

- Act within acceptable parameters as an employee / manager of the trust, having regard to the applicable 'Code of Conduct' for your role and ensuring own practice is in accordance with trust policies.

- Contribute to own personal development by participating in annual appraisal with line manager(s), developing PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to the role.

- Regularly review own practices and make changes in accordance with current and / or best practice, making suggestions for improved practice and identifying where other activities affect own practice.

- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.

- Contribute positively to the effectiveness and efficiency of the teams in which you work.

- Act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with trust policies. Identify and act when own or others' action undermines equality and diversity.

- Raise concerns around risk, malpractice, or wrongdoing at work, which may affect patients, staff, or the organisation at the earliest reasonable opportunity.

Safeguarding Children

- To recognise and report to the appropriate authorities any concerns regarding Child Protection issues to include possible child abuse.

- Under section 11 of the Children Act 2004, all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working together to Safeguard Children 2015).
  http://www.workingtogetheronline.co.uk/index.html

Safeguarding Adults

- To recognise and report to the appropriate authorities any concerns regarding Vulnerable Adult issues to include social care and mental health.

- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily space.

Person Specification

Attributes	Description *Notes: essential criteria only*	Assessment Method
Skills / Competencies	Excellent communication skills including effective verbal, written, listening and presentation skills using a variety of mediums.	App/Int
	Well-developed IT skills, particularly in using Microsoft tools.	App/Int
	Excellent interpersonal skills with the ability to provide helpful guidance to users.	App/Int
	The ability to be able to build and maintain effective working relationships with well-developed influencing, facilitation, and negotiating skills.	App/Int
	Excellent organisational skills.	App/Int
	Good time-management and priority-management skills with the ability to work unsupervised.	App/Int
	Good analytical skills with the ability to interpret and translate data.	App/Int
	Experience in records management and / or archiving.	App/Int
	Ability to run meetings and effective presentation skills.	App/Int
	Establish and maintain communication channels with users within the Trust to ensure understanding of record management issues throughout the project.	App/Int
	Ability to keep accurate and complete records consistent with best practice policies and procedures.	App/Int
	Strong analytical and investigative skills.	App/Int
	Be proactive and use initiative to achieve a successful outcome for all those involved in a timely manner.	App/Int
Qualifications and Knowledge	Educated to degree level in an appropriate / related Records Management discipline (or a similar qualification), or demonstratable experience working within records management.	App/Int
	Valid driving licence for use in the UK and able to access a vehicle OR the ability to travel between sites when needed.	App/Int
	Working knowledge or an interest in records/information management and/or archiving, evaluation, and research	App/Int
Experience	Experience working in and with the Microsoft Office 365 suite, including: Word, PowerPoint, Excel, Teams, SharePoint, and OneDrive.	App/Int
	Producing meaningful reports.	App/Int
	Experience working within a team while also able to work independently and with initiative when required.	App/Int
	Experience delivering training or providing training / guidance to others.	App/Int

	Experience of working in or proven knowledge of Records Management.	App/Int
	Experience working within a Project team.	App/Int
	Experience in interpreting and analysing complex data methodically, evaluating information and developing recommendations based on the outcomes.	App/Int
	Experience of prioritising workload and working to set time parameters.	App/Int
	Experience of handling confidential information.	App/Int
Values and Behaviours	Flexible and highly motivated / passionate.	App/Int
	Project a professional image.	App/Int
	Able to plan for short and medium term.	App/Int
	Able to work hard and achieve personal targets.	App/Int
	Interested in personal development and learning new skills.	App/Int
	Has knowledge of up-to-date best practice within own field.	App/Int
	Proactive, forward thinking, and positive attitude.	App/Int
	Driven by the desire to improve.	App/Int