

## Job Title : Information Management Officer

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**Department:** Health and Community Services

**Section:** Office of the Medical Director

**Reports to:** Information Governance Lead

**JE Ref:** HCS1261

**Grade:** CS10 **JE Date:** 20/11/2023

### Job purpose

The Information Management Officer supports an organisation wide information governance and compliance capability which embeds best-practice into processes and procedures across Health and Community Services.

As the subject matter expert for information management, they will enable best practice and implement policy-driven structures to support the efficient and effective functioning of services. They will lead in the development of SharePoint as a knowledge-management tool, and ensure that information is available at the right time, to the right people, internally to support decision-making and externally, to help patients access our services.

Their knowledge of records management principles and practice will support HCS in meeting its Public Records and eDiscovery obligations. The post-holder will be a key player in the implementation of the HCS Transparency Agenda and manage the proactive publication of data.

### Job specific outcomes

1. Act as a specialist resource on Information Management and transparency for the organisation, reviewing processes and requirements ensuring that any implemented changes are compliant with statutory regulation.
2. Support the Information Governance Lead in defining and implementing the transparency agenda for HCS; driving the proactive publication of information both internally and publicly
3. Lead, develop and implement the operational Publication Scheme processes which meets the needs of HCS in delivering transparency, openness and accountability.
4. Lead, develop and implement the operational Policy and Procedure Management processes which meets the needs of HCS in driving standards in care and service delivery by enabling access to up to date procedures and policies.
5. Train and support HCS Care Groups and Directorates to appropriately manage records, utilise SharePoint functionality to automate and streamline tasks and maintain role based access and permissions protocols.

6. Lead the development of HCS SharePoint as a knowledge management tool in HCS, enabling collaborative working, customising workflows and managing documentation in accordance with agreed standards and HCS policy.
7. Support the Information Governance Lead in identifying records management issues and support Care Groups and Directorates in improving practices and rationalising record repositories, including the application of retention schedules.
8. Manage the transfer of public records to Jersey Archive, proactively addressing HCS' requirement to comply with Public Records legislation
9. Act as a subject matter expert for eDiscovery, supporting the Information Governance Lead in delivering their discovery obligations, particularly in regard to policies, procedures, and HCS corporate data gathering.
10. Provide advice and guidance to staff on issues relating to content and information, supporting them in utilising tools to communicate and manage data.
11. Maintain a current knowledge of SharePoint developments and initiatives, analyse how they may support HCS in meeting its statutory regulations, and communicate non-compliance issues or risks to the Information Governance Lead.
12. Proactively identify and monitor legislation, policy and processes that may impact the organisation in relation to information and knowledge management.
13. Provide resilience within the HCS Information Governance team, where necessary, by supporting the Freedom of Information function and Disclosure Service.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time. This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

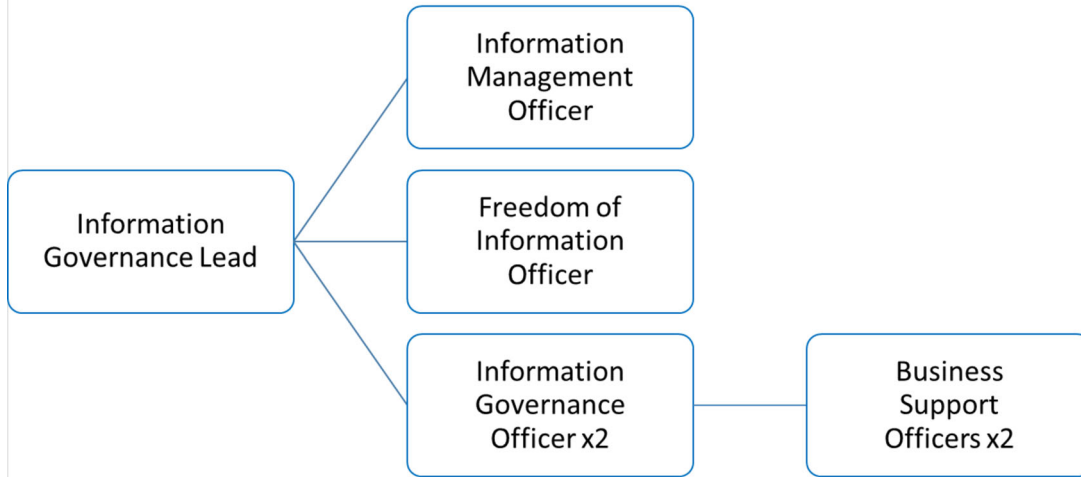
### Organisational structure

#### One Government Departments



### Organisation chart

The HCS Information Governance Team sits in the Office of the Medical Director, reporting directly to the Medical Director:



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to degree level in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience	Practitioner Certificate in Records Management
Knowledge	<p>Knowledge of the organisation and services within Health and Community Services</p> <p>Knowledge of frameworks, tools, and methodologies to be applied when managing information and data sets</p> <p>Technical knowledge of compliance regulation and associated statutory responsibilities, as well as SharePoint, MS Teams and Intranet functionality</p>	
Technical / Work-based Skills	<p>Excellent IT and report writing skills.</p> <p>Ability to understand complex legal requirements with which the organisation must comply</p>	Experience of utilising SharePoint functionality for the purpose of automating processes, presenting data and managing registers
General Skills/Attributes	<p>Ability to manage multiple stakeholders across the organisation and support the maintenance of standards</p> <p>Ability to communicate with impact - excellent</p>	

	<p>verbal, written, and listening skills</p> <p>Excellent interpersonal skills - able to build relationships internally and externally</p> <p>Trusted to maintain highest level of confidentiality as will be in contact with sensitive personal information about clients and patients</p>	
Experience	<p>Experience of working in a regulatory/compliance environment</p> <p>Experience of working in a similar role within a government setting</p> <p>Understanding of all applicable laws and regulations</p>	

**Personal Attributes**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.