

Department of Health & Social Care

Job Description

Post:	Head of Information Management
Department:	Health and Social Care
Division:	Digital Transformation DHSC
Grade:	SEO
Reporting to:	Chief Information & Digital Officer
Responsible for:	Data Analytics – including Business Intelligence and Clinical Coding Information Governance - Including SIRO, FOI and GDPR Medical Records Live Systems Administration

Role Summary: The role holder will have responsibility for facilitating the seamless delivery of robust health and social care intelligence (information and performance data) to stakeholders across the care economy. Working closely with senior clinical and operational managers across the DHSC to translate the health intelligence needs of the organisation into meaningful data models and providing appropriate interpretation, the role holder will have a core focus on leading the delivery of Department of Health and Social Care (DHSC) performance reporting against UK national standards and benchmarks, including monitoring data quality, trends, patterns and providing forecasts. In doing so the role holder will oversee the development of information and performance reporting capabilities, and related supporting health sector software and technology platforms, which will enable and facilitate the provision of appropriate information services to, and for, all department information users.

1. Service Delivery

- Inform and advise at a strategic level on the operational and clinical business intelligence needs of the DHSC.
- Lead the DHSC's information analytic and clinical coding functions in order to deliver an effective and efficient business intelligence service through regular reporting, ad hoc queries and monitoring data quality.
- Lead the DHSC's live systems support and administration function and, in conjunction with GTS, oversee the development of the systems supported so as to ensure ongoing compliance with agreed service levels so that conformance with both systems and clinical best practice are maintained.
- Undertake regular assessments of health intelligence needs across the DHSC, using a combination of statistical analysis, data modelling and forecasting from the Business Intelligence team, and proactively seeking solutions that will rectify issues and/or improve business processes.

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- Facilitate the seamless delivery of robust health and social care intelligence (information and performance data) to stakeholders across the health and social care economy reporting against UK national standards and benchmarks, including monitoring data quality, trends, patterns and providing appropriately informed forecasts.
- Manage the provision of management information, and intelligent commentary and insight regarding the same, using in depth knowledge of the Department and business processes thereof.
- Be a responsible representative of the Data & Analytics function to the DHSC's executive leadership, by ensuring robust performance reporting against UK national standards or benchmarks, and by championing Data & Analytics services, so as to inform BI based responses to strategic, tactical and operational issues faced by the Department.
- Represent the Directorate at relevant user groups and/or Business Intelligence conferences, actively seeking out latest best practice and developing action plans for implementation via the DHSC Board's, and respective subcommittees, governance framework.
- Act as Chair of the Management Information Committee, managing the terms of reference and report committee progress to the Informatics Quality Committee.
- Ensure the accuracy of all available information and performance data so that reporting continues to meet user needs and oversee regular internal and external data quality audits and report results to the relevant stakeholders. In doing so, advise where deficits in business intelligence and /or data capture are found and assume lead responsibility for the implementation of any necessary remedial actions and training needs with a view to ensuring consistency is applied across the DHSC.
- Where necessary develop collaborative working relationships across the DHSC and other relevant IoM Government Departments to promote relevant data capture and sharing and liaise as appropriate with other health administrations in sharing of information and performance data for comparison purposes.
- The post holder will be the Departmental lead on Freedom of Information, Data Protection and the forthcoming European Union General Data Protection Regulation and other information initiatives and as such will have primary responsibility for the development and implementation of policies and procedures to support fully compliant delivery of appropriate data protection and information governance best practices.
- The post holder is required to undertake any reasonable duties as requested by the Chief Information & Digital Officer in fulfilling the responsibilities of the Directorate to the DHSC.

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2. Management of Staff

- The post holder has 4 members of staff who are direct reports; the Data Analytics Manager (Business Intelligence and Clinical Coding), the Information Governance Manager, the Health Records Manager and the Live Systems Manager. An outline organogram showing the relevant reporting lines is set out below.

3. Representation and Corporate Contribution

- The post holder will represent the Digital Transformation DHSC Directorate in a range of settings, forums, committees, working groups and events. It is expected that the post holder will be a committed ambassador for the Directorate. Specifically the post holder will develop close working relationships with other agencies and strategic information system suppliers and liaise with information sections within other government departments and UK NHS as appropriate.

4. Data Management

- Inform and advise at a strategic level on the operational and clinical business intelligence needs of the DHSC and represent the DHSC Data & Analytics team by championing the Business Intelligence services it provides and informing senior DHSC management awareness of any issues faced.
- Oversee regular assessments of health intelligence needs across the DHSC, using a combination of statistical analysis, data modelling and forecasting from the Business Intelligence function, and proactively seeking solutions that will rectify issues and/or improve business processes.
- Provide intelligent commentary and insight on management information produced by the DHSC Data & Analytics function drawing on in depth knowledge of the Department and business processes thereof.

5. Data Protection

- To be responsible for acting as the Department's Data Protection Officer.
- To be responsible for compliance with the Data Protection Act.
- To maintain the Department's notification with the Information Commissioner
- To be responsible for managing the Department's Subject Access Requests
- To provide specialist advice and guidance on Data Protection issues for all new projects that deal with the use of confidential information
- To provide advice and guidance to the Department on any new developments and legislative changes in relation to Data Protection

6. Freedom of Information

- To lead the Department's engagement in development and delivery of Freedom of Information work streams, in line with legislative requirements, implementing clear and robust information and data handling standards and procedures, monitoring and enforcing compliance across the Department.
- The lead for responding to Freedom of Information Requests.
- To support the Freedom of Information Champions in raising awareness of the Freedom of Information agenda within the Department.

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7. Caldicott / Confidentiality

- To work closely with the Caldicott Guardians (Health and Social Care) in promoting the safe use of patient information and to ensure that information and records management strategies and policies are in line with current guidance and legislation.
- To provide expert advice based upon the legislation and ethics of information related decisions with respect to confidentiality and deal with Caldicott enquiries.

8. Information Security

- To work with the SIRO to develop the Information Security policy and Serious Untoward Incidents Policy (Data Breach).
- To ensure that there are effective mechanisms in place for reporting and managing Serious Untoward Incidents relating to Information occurring within the Department and disseminating lessons learnt.
- To provide a focal point for the resolution and/or discussion of information security issues
- Ensure that identified information security threats are followed up and incidents managed
- To be responsible for securing evidence in support of 'Inappropriate use' of Department IT facilities.
- To coordinate specialist advice on information security from internal and external advisors and coordinate this throughout the Department
- To assist in the development and implementation of a programme to ensure all staff with the Department are aware of Information Security
- To work with GTS and other staff to provide and receive feedback which will enable the proactive identification of local issues and areas of risk that impact on data quality, and therefore implementing preventive measures and take remedial action as necessary
- Managing and developing a programme of internal audits, including subject access request audits and external audits with our third sector partners in relation to Data Protection and Information Security to ensure the Department's partners are fulfilling their legal and moral obligations in respect of the processing and sharing of personal data.

9. Provision of Advice

- The post holder will be a source of information and specialist advice to the DHSC on health intelligence. The post holder will also provide advice to those involved in collection of information in other government departments to enable improvements in data quality to be achieved. The post holder will also provide specialist advice to senior members of the DHSC to enable them to deal with Tynwald questions etc.

10. Implementation and Maintenance of Policy

- The post holder will be expected to enable the delivery of the health intelligence function. In order to be able to carry out this function effectively, the post holder will need to guide the team to identify data sources and data quality within the health services. The post holder will have a good working

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knowledge of Data Protection Act 2002 and Caldicott principles and will abide by rules of confidentiality.

11. Leadership

- The post holder will be expected to provide leadership for developing the health intelligence function by developing links across the department and with external agencies, suppliers and the UK NHS.

Other Matters

Performance Management and Improvement

All members of staff have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews.

Health and Safety

The post holder will be responsible for his/her own actions on others. They will be responsible for identifying any possible risks or near misses to the Head of Management Information.

Reporting Framework

The post holder reports to the Chief Information & Digital Officer.

Integrity and Confidentiality

As an appointee of the Digital Transformation DHSC Directorate, the post holder is expected to recognise the conduct of everyday business which requires the highest level of personal integrity. The post holder is likely to handle highly confidential information and needs to ensure that he/she prevents any breach and follows the principles of the Data Protection Act and the Caldicott report.

Competencies and Levels

Leading and working together Level D

Provides robust data to the DHSC to set challenging objectives; motivates colleagues, showing an energetic and positive approach; encourages team work and collaboration within the Service Improvement and Business Change Directorate and across the DHSC; creates an atmosphere of respect and tolerance; networks widely with colleagues across the organisation and with external contacts; behaves fairly and consistently in managing differing points of view.

Communicating and influencing Level D

Communicates in a clear and persuasive way; influences information controllers in various settings to share data for common good, puts forward balanced proposals

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highlighting benefits and risks while considering proposals and suggestions from others and is flexible in rethinking their approach to persuading others.

Achieving results Level D

Develops challenging project plans, communicates effectively to ensure that all parties agree to the time scales, constantly reviews the project plan and progress, anticipates potential problems and takes out alternative courses for action; uses experience and knowledge to assess the best course of action; is strongly focused on achieving results and is accountable for own actions.

Delivering a quality service Level D

Delivers an excellent service; proactively seeks out ways to improve quality of service including performance standards, develops plans to improve data quality and contributes to the overall performance management of DHSC.

Changing and learning Level D

Thrives in an environment where there is a constant need to learn and adopt new approaches, seeks out fresh ideas and responds enthusiastically to DHSC initiatives. Develops practical and innovative solutions to problems, uses specialist knowledge to inform directorate and department policies.

Showing commitment and resilience Level D

Shows determination and drive to deliver and succeed. Adopts a positive, energetic and constructive approach to change and is willing to persevere in the face of adversity, putting in extra effort to complete important tasks as required. Manage a diverse range of projects while remaining calm and confident under pressure.

Leading and working together	Level D
Communicating and influencing	Level D
Achieving results	Level D
Delivering a quality service	Level D
Changing and learning	Level D
Showing commitment and resilience	Level D

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Head of Information Management Reporting Lines

