

CANDIDATES INFORMATION BOOKLET

PLEASE READ CAREFULLY

The Health Information and Quality Authority (HIQA) is undertaking a competition for the purpose of identifying a suitable candidate for appointment to the position of:

Information Governance and Assurance Manager

Health Information and Quality Authority

CLOSING DATE for receipt of completed applications:

5.00pm on Monday 5th November 2018

This recruitment campaign will be in compliance with the Code of Practice, Appointment to the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA). The campaign will be conducted under the recruitment licence of the Health Information and Quality Authority.

This Code of Practice is published by the CPSA and are available on

www.cpsa-online.ie

Information Governance and Assurance Manager

Position:	Information Governance and Assurance Manager
Directorate/Division:	Information Division
Reporting to:	Chief Information Officer
Grade:	Assistant Principal Officer
Location:	Dublin / Cork

Overall Purpose

This is a newly created management position within the Authority and is in line with the strategy of developing more formalised Information Governance and Assurance processes. Reporting to the Chief Information Officer and working closely with colleagues across the organisation the IG and Assurance Manager will ensure that HIQA will have a managed and co-ordinated approach to the implementation and operationalisation of and Information Governance and Assurance programmes. This will ensure appropriate behaviour in the creation, management, storage, use, archiving and deletion of information as well as monitoring and assessing programmes systems and provide assurances to ensure that the organisation meets both its statutory and its legal obligations.

Key duties and responsibilities

- Provide leadership for Information Governance and Assurance across the organisation
- Manage the Information Governance and Assurance team, including IT security assurance.
- Work with colleagues to develop a strategy and implementation plan for Information Governance and Assurance projects and initiatives.
- Develop and implement Information Governance and Assurance policies and procedures and ensure that they are clearly defined both in the project and operational context.
- Implement appropriate policies and procedures for the Information Governance and assurance to suit the needs of the project and on-going operational perspective.
- Provide guidance to the business and technology teams for the realisation of best practice information governance and assurance.
- Work with colleagues to carry out a gap analysis of current Information Governance and Assurance processes to identify where improvements are required and put plans in place to drive improvements.
- Ensure that all Information Governance and Assurance initiatives are integrated into the core business functions and plans for HIQA

- Raise awareness and provide training, coaching and support in Information Governance and Assurance throughout the organisation, to include principles of data protection, information security, staff responsibilities and confidentiality
- Develop and maintain all appropriate policies and procedures relating to Information Governance and Assurance
- Design and develop monitoring and compliance tools self assessment toolkit
- Devise measures for information governance and assessment performance
- Review all protocols between HIQA and other agencies to ensure that they comply with good information governance and assurance practices.

This job description is intended as a basic guide to the scope and responsibilities of the position; it is subject to ongoing review and will evolve in line with the constantly evolving practices and functions of the Authority's work.

Requirements

Essential:

Candidates must, on or before **5:00pm Monday 5th November 2018** have the following essential requirements:

Eligibility Criteria

- (i) Minimum of 3 years' experience in relevant areas of information governance and assurance including data lifecycle management (how data is gathered, processed, secured, retained and disposed), data protection, document management, IT security and of implementing related legislative requirements.
- (ii) Strong knowledge of General Data Protection Regulation (GDPR) including Data Inventory, Data Retention, Privacy Impact Assessment, Data Breach Management and Data Classification.
- (iii) Degree qualification (Level 8 on the National Framework of Qualifications) in computer science, information technology, management information systems, business or a relevant discipline.

Please refer to www.nfq.ie to ensure your qualification meets the level required

Core Competencies:

The candidate must be able to clearly demonstrate the following:

Knowledge and Technical Skills

- Experience in relevant areas of information governance and assurance including data lifecycle management (how data is gathered, processed, secured, retained and disposed), data protection, document management, IT security and of implementing related legislative requirements.
- Strong knowledge of General Data Protection Regulation (GDPR) including Data Inventory, Data Retention, Privacy Impact Assessment, Data Breach Management and Data Classification.
- Ability to draft, discuss and agree policy, procedure and guidance documents
- Demonstrable knowledge and experience of information security framework/methodologies, document management systems, privacy impact assessment and quality management systems
- Excellent ICT skills in Microsoft Project and Visio.
- Ability to analyse business needs and work with ICT to improve ICT systems in relation to information governance and assurance requirements
- Proficiency with Information Governance and Assurance processes to implement and oversee the project governance
- Ability to develop and implement quality assurance processes for information governance and assurance.

Leadership and People Management

- Actively contributes to the development of the strategies and policies of the Department
- Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise
- Leads and maximises the contribution of the team as a whole
- Clearly defines objectives and goals and delegates effectively, encouraging ownership and responsibility for tasks
- Develops the capability of others through feedback, coaching and creating opportunities for skills development
- Identifies and takes opportunities to exploit new and innovative service delivery channels

Delivering Results

- Ability to work as a member of a multi disciplinary team
- Experience in leading and managing team to prioritise and manage the delivery of complex projects/programme within the agreed deadlines
- Takes responsibility for challenging tasks and delivers on time and to a high standard
- Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances
- Ensures controls and performance measures are in place to deliver efficient and high value services
- Effectively manages multiple projects

Analysis & Decision Making

- Researches issues thoroughly, consulting appropriately to gather all information needed on an issue
- Understands complex issues quickly, accurately absorbing and evaluating data
- Integrates diverse strands of information, identifying inter-relationships and linkages
- Makes clear, timely and well grounded decisions on important issues
- Considers the wider implications of decisions on a range of stakeholders
- Takes a firm position on issues s/he considers important
- Experience of root cause analysis

Principal Conditions of Service

Probation:

A probationary period of six months applies to this position.

Pay:

Please note that this appointment will be at the first point of the scale.

As per current Government pay policy, the starting pay for this position will be at the minimum point of the Assistant Principal Officer salary scale (€66,495)

Please note the rate of remuneration may be adjusted from time to time in line with Government pay policy.

The incremental progression for this scale is in line with Government pay policy

Starting at the first point

€66,495 €68,898 €71,289 €73,687 €76,080 €77,460 €79,876¹ €82,300²

1. After 3 years satisfactory service at the maximum

2. After 6 years satisfactory service at the maximum

Superannuation:

Pensionable public servants (new joiners) recruited on or after 1 January 2013 will be members of the Single Public Service Pension Scheme. Please note that the Single Public Service Pension Scheme applies to all pensionable first-time entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks. In certain circumstances, e.g. where the public servant was on secondment or approved leave or remains on the same contract of employment, the 26-week rule does not apply. The legislation giving effect to the Scheme is the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

For those who are not subject to the Single Public Service Pension Scheme (e.g. those transferring from other public service employment where the break in service, if any, is less than 26 weeks), the terms of the Health Information and Quality Authority Superannuation Scheme will apply.

Annual Leave:

Annual leave is 30 days.

Selection Procedure

How to Apply:

An information booklet and application form are available for download at:

<https://www.sigmarrecruitment.com/clients/higa>

For further information please contact Sigmar Recruitment on 01 4744653 or via email at

higaapplicationform@sigmar.ie

How to Apply:

Closing Date:

The completed application form must be submitted by **5:00pm on Monday 5th November 2018**. Only applications uploaded to <http://www.talentpack.com/A/OXEB> will be accepted. CVs will not be accepted.

Note: Please ensure to upload your application form for the correct role as this could lead to disqualification from the competition.

Selection Process:

The Health Information and Quality Authority will convene an expert board to carry out the competitive stages of the selection process to the highest standards of best practice. The approach employed may include:

Short listing of candidates on the basis of the information contained in their application to reduce the list of candidates to a more manageable number for interview. Please ensure that you complete all sections of the application form as comprehensively and as accurately as possible.

A preliminary interview which may in turn include a written exercise.

A competitive interview which may also include an assessment and/or presentation.

Interview Dates:

The onus is on all applicants who are shortlisted for interview to ensure they are available for interview on the identified date.

General Information

Interview Expenses:

The Health Information and Quality Authority will not be responsible for any expense, including travelling expenses that applicants may incur in connection with their application for this post.

Candidates Obligations:

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information;
- canvass any person with or without inducements;
- impersonate a candidate at any stage of the process;
- interfere with or compromise the process in any way.

Where a candidate is found guilty of canvassing or in breach of any of the above, then:

- where he/she has not been appointed to a post, he/she will be disqualified as a candidate; or
- where he/she has been appointed to a post, he/she shall forfeit that appointment.

Deeming of Candidature to be withdrawn:

Candidates who do not attend for interview when and where required by the Health Information and Quality Authority, or who do not, when requested, furnish such evidence as the Health Information and Quality Authority require in regard to any matter relevant to their candidature, will have no further claim for consideration.

Quality Customer Service:

The Health Information and Quality Authority aims to provide an excellent quality service to all our customers. If, for whatever reason, an applicant is unhappy with any aspect of the service received, we urge applicants to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

The Importance of Confidentiality:

We would like to assure applicants that protecting confidentiality is our number one priority. Applicants can expect, and we guarantee, that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by the Health Information and Quality Authority are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process. Applicants should note that all application material will be made available to the Health Information and Quality Authority.

Data Protection:

For further information on how the Health Information and Quality Authority processes your data, please review the privacy notice on our website: <https://www.higa.ie/reports-and-publications/corporate-publication/higa-privacy-notice>

Equality: The Health Information and Quality Authority is committed to a policy of Equal Opportunity.

Guidelines for Dealing with Appeals/Requests for Review

The Health Information and Quality Authority will consider requests for review in accordance with the provisions of the codes of practice published by the Commission for Public Service Appointments (CPSA). Where a candidate is unhappy with an action or decision in relation to their application he/she can seek a review under Section 7 of the Code of Practice governing the recruitment process by a person in the recruiting body (initial reviewer). Where a candidate remains dissatisfied following this initial review, he/she may seek to have the conduct of the initial review examined by a "decision arbitrator".

As an alternative to the above, it is open to a candidate to seek to have the matter resolved on an informal basis, as set out below. If a candidate remains dissatisfied following any such discussion it is open to him/her to seek a formal review.

Informal process:

- The candidate can avail of the informal review within 5 working days of notification of the initial decision, and should normally take place between the candidate and the person who communicated the decision (or relevant person).
- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

Formal process: Initial review:

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive, setting out those aspects of the action or decision in relation to his/her candidature that he/she wishes to have reviewed.
- A request for review must be made within 10 working days of the notification of the initial decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.
- The outcome must generally be notified to the candidate within 20 working days of receipt of the complaint or request for review. The candidate will receive the outcome of the review by means of a written report.
- Should a candidate be dissatisfied with the outcome of the initial review, he/she may request a review by a decision arbitrator of the conduct of the initial review.

Where a formal review of a recruitment and selection process has taken place under Section 7 of this Code of Practice, a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion. Where a candidate believes that an aspect of the process breached the CPSA's Code of Practice, he/she can have it investigated under Section 8 of the Code of Practice.

Informal process:

- The CPSA recommends that the candidate avail of the informal process to try to resolve the matter with the recruiting body. If the candidate is still dissatisfied he/she may resort to the formal process within 2 working days of receiving notification of the informal process.

Formal process:

- If you are requesting a formal review you must write to the licence holder providing details of the breach of the code of practice and enclosing any relevant documentation that might support the allegation.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the complaint or request for review. If a decision cannot be made within this timeframe, the reviewer will keep the candidate informed of the status of the review.
- Should a candidate be dissatisfied with the outcome of this review, he/she may request a further review by referring the matter to the Commission for Public Service Appointments in the form of an appeal of the review of the licence holder. He/She must write to the Commission for Public Service Appointments within 10 working days of receiving the outcome of the licence Holder's review.

The codes of practice are available on the website of the Commission for Public Service Appointments, www.cpsa-online.ie.