



Job title:	Integrated Governance Assistant	Reporting to:	Integrated Governance Manager
Department/Group:	Governance, Education & Supportive Care	Job code/Req no.:	1
Location:	Spring Garden Lane	Travel required:	None
Band	Band 5 £29.000FTE	Position type:	Part-time – 3 days 0.6wte

Main Duties & Responsibilities

SystemOne

- Creating new users on the NHS Portal, ensuring the role has the appropriate security access assigned and activated on their smartcard
- Administer staff access on S1 ensuring the correct access has been created along with external areas such as ICE, HIE, etc
- Identify and report any security or other breaches of the Acceptable Use Policy
- Administration of electronic patient record user accounts – password unlock/reset
- To be a point of contact for S1 champions to try to resolve operational issues and liaise with the IGM if unable to resolve/answer their query
- To extract reports from S1 and provide leads with ad hoc reports when requested
- To extract monthly/quarterly/annual reports from S1 in accordance with the KPI's
- To assist the IGM with the administration of the S1 demo unit to aid the testing of new developments for the live unit
- Support the production, collation, and reporting of clinical activity data and performance information.
- Create and maintain access to S1 for Medical Examiners ensuring they are compliant under the terms of the Hospice Individual User Agreement on an annual basis

Quality, Risk & Patient Safety

- Support the maintenance of risk registers, including coordinating reviews and tracking mitigation actions.
- Assist with the administration of incidents, near misses and serious incidents, including logging, tracking actions, and supporting reporting processes.
- Support learning from incidents through collation of themes, actions, and outcomes.
- To have an overview of the compliance standards required for a CQC inspection
- To assist the Integrated Governance Manager with the administration of the clinical archiving, cataloguing, and transition of notes offsite
- **Vantage** [governance system] Carry out administration of starters and leavers in the absence of Quality & Governance Practitioner
- Vantage: to learn and assist with the configuration of the unit.
- Vantage: to assist with any reporting requests.

Policies, Procedures & Assurance

- Support the development, review, approval, and version control of organisational policies, procedures, and guidelines.
- Maintain Vantage ensuring policies remain current, accessible, and appropriately archived.
- Monitor compliance with policy review schedules and escalate exceptions.

Information Governance & Data Protection

- Support compliance with GDPR, Data Protection, and Information Governance requirements.
- Assist with monitoring user compliance and data quality audits.
- Support identification and escalation of information governance breaches.

Audit, Performance & Reporting

- Support coordination of clinical and non-clinical audits and tracking action plans.
- Assist with preparation of governance, quality and performance reports for committees and partners.

Equality, Diversity & Values

- Act in accordance with organisational values, promoting equality, dignity, and inclusion.
- Contribute to a culture of openness, learning, and continuous improvement.

Qualifications, Skills, Experience, Knowledge & Approach

- Proven administrative experience, with the ability to work effectively as part of a team.
- Previous experience of working within a Governance administration role.
- Experience using IT systems, including electronic record management systems.
- Ability to work independently prioritise a varied workload including non-routine tasks, manage competing demands and support others in doing so.
- Strong written and verbal communication skills with a high level of accuracy and attention to detail.
- Ability to work collaboratively and build effective working relationships with colleagues, volunteers, and external partners.
- Clear understanding of confidentiality, data protection, and information governance.
- Resilient and compassionate, with the ability to manage exposure to sensitive or distressing information.
- Flexible and proactive approach, with a commitment to continuous service and process improvement.

Communication

- Provide a high standard of professional, confidential, and reassuring service to patients, families, healthcare professionals, and colleagues.
- Respond promptly and appropriately to telephone calls, emails, web enquiries, and SystemOne tasks.

Decision Making

- Prioritise administrative tasks effectively and escalate concerns appropriately.
- Make informed decisions within scope, resolving issues independently, and escalating where necessary.
- Apply organisational policies, procedures, and information governance requirements to daily tasks.
- Contribute ideas to enhance administrative processes and service delivery.
- Demonstrate a commitment to ongoing professional development and continuous improvement.

Mental & Physical Consideration

- Ability to manage competing and sometimes complex priorities and work effectively under pressure.
- Confidence to work independently while contributing as part of a wider team.
- Highly organised and adaptable with the ability to manage frequent interruptions.
- Capacity to handle emotionally challenging situations involving patients, families, staff, and volunteers.
- Regular use of display screen equipment as part of day-to-day duties and frequent periods of prolonged concentration.

Working Conditions & Environment

- Primarily office-based within a hospice setting
- Involves regular use of IT systems and display screen equipment
- Includes handling sensitive and confidential information
- May involve emotionally challenging situations, requiring compassion and professionalism
- Offers some flexibility in working patterns in line with service needs

Health & Safety

- Understand and comply with all Health and Safety, Fire, and Infection Control regulations
- Complete all mandatory training and ensure compliance of direct reports and contractors

Safeguarding

Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis.

Last updated by:

Name

Date/Time

Date/Time

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