

## Job Description and Person Specification

<b>Job Title</b>	NRLS Oversight and Business Support Officer
<b>Directorate</b>	Medical
<b>Department/Team</b>	Patient Safety
<b>Location</b>	Any base, with requirement for regular London working
<b>Grade</b>	Band 5
<b>Reports to</b>	Patient Safety Governance Manager
<b>Contractual notes</b>	Full-time (1.0 WTE)

### Job Summary/Purpose

NHS Improvement is responsible for overseeing foundation trusts, NHS trusts and independent providers. We offer the support these providers need to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.

NHS Improvement is the operational name for the organisation that brings together Monitor, NHS Trust Development Authority, Patient Safety, the National Reporting and Learning System, the Advancing Change team and the Intensive Support Teams.

The purpose of the NRLS and Business Support Officer role is to provide efficient and effective support to the governance of patient safety incident data and to the management of patient safety business requirements including assisting with procurement requirements for key systems and support for ad hoc projects. This involves managing and monitoring requests for NRLS and StEIS data, including Freedom of Information requests and Parliamentary Questions and resolving day to day problems, managing correspondence and maintaining information or databases.

### Key Accountabilities

- Support the Patient Safety Governance Manager with information governance and management of requests for patient safety data.
- Work closely with the NRLS/Reporting and Learning team to manage the data request process (including ad hoc and FOI requests) in line with Data Protection, FOI and internal governance requirements
- Support the publication of patient safety incident data including official statistics
- Maintain an up-to-date and accurate record of requests and provide monthly management information on activity
- Support Patient Safety with the maintenance and monitoring of NRLS related contracts and support procurement / competitive tender processes as required
- Support the Patient Safety Governance and Business Managers to design, implement and maintain systems for the function e.g. governance, business planning, communications, Freedom of Information Requests, record keeping and enquiries
- Maximise the profile of the Patient Safety function building effective relationships for the future with internal and external stakeholders
- Align and work closely with all teams meeting corporate, directorate, specialist requirements
- Support the identification and monitoring of trends and areas of concern related to patient safety information (including the National Reporting and Learning System and Strategic Executive Information System data)
- Communicate effectively and appropriately at all times. Receiving and providing complex information and applying appropriate communication techniques to achieve required outcome
- Uses sources of information available to review and decide on best course of action

<b>Role Dimensions</b>
<b>Key Relationships (External)</b>
<ul style="list-style-type: none"> <li>• Data requesters – other NHS organisations (e.g. MHRA, CQC, NHS Trusts), Royal Colleges, specialist clinical groups, academics etc</li> <li>• NRLS software and other suppliers</li> </ul>
<b>Key Relationships (Internal)</b>
<ul style="list-style-type: none"> <li>• NRLS information analysts</li> <li>• Wider patient safety team</li> <li>• NHS I governance and enquiries colleagues</li> </ul>
<b>Numbers and types of staff managed</b>
N/A
<b>Budget Managed</b>
N/A

Person specification	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to a degree level in relevant discipline <b>or</b> equivalent level of demonstrable experience of working at a similar level</li> </ul>	
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Working knowledge of information governance requirements</li> <li>• Experience of delivering a business support role in a comparable organisation</li> <li>• Knowledge of administrative processes and procedures</li> <li>• Knowledge of a range of computerised software packages</li> <li>• A flexible approach and readiness to work outside normal working hours if required</li> <li>• Willingness to provide ad-hoc support to all team members, as and when necessary</li> <li>• Sound communication skills</li> <li>• Strong interpersonal skills, a team player and able to deal with stakeholders at all levels both internally and externally</li> <li>• Strong organisational skills and an aptitude for forward planning, with an ability to prioritise</li> <li>• Ability to undertake a diverse range of tasks at the same time</li> <li>• Ability to maintain discretion and use initiative</li> <li>• Good IT skills including use of Microsoft Office</li> <li>• Ability to ensure accuracy, with good attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• Operational experience gained in the NHS or other healthcare system</li> <li>• Experience of uploading to websites and supporting web-based communications</li> </ul>
<b>Skills, Abilities and Attributes</b>	<ul style="list-style-type: none"> <li>• Skills for communication on complex information and administrative matters, requiring developed interpersonal and oral/written communication skills</li> <li>• Excellent time management skills with the ability to re-prioritise.</li> <li>• Ability to work on own initiative and organise own workload with minimal supervision working to tight and often</li> </ul>	

	changing timescales.	
<b>Other</b>		

**INSERT ORGANISATIONAL CHART HERE**