



Jersey Hospice Care

JOB DESCRIPTION

Job Title:	Information Governance & Systems Manager
Reports to:	Director of Finance and Operations
Department:	Governance
Hours:	37.5 hours per week
Working Pattern:	Monday to Friday, 7.5 hours per day
Contract Type:	Permanent
Pay Code:	N/A

General

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In-Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

Job Summary

The overall purpose of the role of the Information Governance & Systems Manager is to enable high quality care by facilitating the ethical, legal, effective and appropriate use of and access to accurate and reliable information that maintains confidentiality, integrity and availability.

The postholder will work autonomously, taking responsibility for Jersey Hospice Care's corporate governance framework, including compliance guidance and support, management of the policies and procedures register, risk management and information governance. The postholder will report to the Director of Finance and Operations, who in turn reports to the Chief Executive, who holds ultimate responsibility for corporate governance. They will work closely with the outsourced Data Protection Officer for the organisation and will also facilitate training for employees on all aspects of corporate governance.

The postholder will also support IT systems and software, including assuming responsibility for the maintenance of access permissions across all digital assets of the organisation.

Job Context

The post holder will work 7.5 hours daily, Monday to Friday although some flexibility will be required to meet the needs of the charity. The working pattern will be agreed between post holder and line manager. The role is based at the Mont Cochon site.

Nature and Scope of Role

The accountabilities of the role will include but are not limited to supporting all teams across the organisation in the following areas:

1. **Governance framework** – ensuring the organisation’s corporate governance framework is up to date, fit for purpose and implemented effectively and that all statutory legislation applicable to the organisation in relation to data is understood and complied with.
2. **Information governance and data management** – champion all aspects of information governance across the organisation and support the outsourced Data Protection Officer in the management of all aspects of the handling and storing of data in accordance with the information governance framework.
3. **IT systems access and controls** – ensure security of all data held within IT systems and that access restrictions and controls are adequate and maintained.
4. **Management information reporting** – work with the Data Quality Manager and team leaders to develop and maintain dashboards and reports that present high quality and relevant data analysis that give assurance to boards and committees across all of Hospice’s activities.
5. **Incident and risk management** – provide support to the Executive and Senior Leadership Teams to undertake risk assessment, analyse incident and risk data to develop and review risk registers and deliver regular progress reports to operational groups and committees up to the Board of Trustees.

In addition, the post holder is required to operate in adherence to Jersey Hospice Care Culture Pathway, Vision, Mission, Values and Behaviours.

1. Governance framework

- Lead the development of the Corporate Governance Framework and support the awareness of all aspects of the framework across the organisation.
- Lead in the provision of compliance guidance and support, acting as a point of contact for the Executive Team, Council of Trustees and colleagues alike.
- Act as custodian for the organisation’s library of non-clinical policies and procedures, assuming ownership for the publication of current documents, supporting policy owners with the review cycle and ensuring that the ratification process is followed.
- Develop checks and monitoring processes to ensure compliance with statutory requirements and in accordance with Jersey Hospice Care policies and procedures policy and procedures.
- Undertake periodic reviews of the legal framework and map statutory responsibilities against current policies and practices.
- Support the Executive Team with the completion and filing of non-clinical regulatory returns and filings.
- Support the Executive and Senior Leadership Teams with any other aspects of organisational governance as required.

2. Information governance and data management

- Work closely with the outsourced Data Protection Officer to deliver the information governance work programme.
- Maintain all information governance and data protection policies.

- Maintain information governance registers including information and digital assets, breaches, subject access requests and DPIA register.
- Continually review data protection measures and performance against the Data Security and Protection Toolkit, identifying areas for improvement and making recommendations to improve data security.
- Support data owners with their Records of Processing Activities (RoPAs) and Data Protection Impact Assessments (DPIAs), ensuring that they are completed, actioned and recorded where required.
- Supporting colleagues with the management of subject access requests and data breaches, working closely with the outsourced Data Protection Officer to ensure that they are actioned in accordance with data protection legislation.
- Facilitate appropriate training on data protection awareness and compliance for all employees across the organisation.

3. IT systems access and controls

- Assume responsibility for the maintenance of accurate and up to date access permissions to all software applications across the organisation.
- Work with the outsourced IT provider to ensure compliance with the requirements of Cyber Essentials accreditation.
- Assume responsibility for IT and information governance aspects of the Business Continuity Plan including disaster recovery.
- Support the design and implementation of a digital strategy including identifying and analysing opportunities for innovation.

4. Management information reporting

- Support the Executive and Senior Leadership Teams with the design and production of uniform management reports and dashboards that comply with internal brand guidelines and use technology to streamline data collation.
- Support the Executive Team in developing and reporting on Key Performance Indicators to the Council of Trustees.

5. Incident and risk management

- Oversee the non-clinical incident record system, ensuring that incidents are reported, reviewed and closed within appropriate timescales.
- Assume responsibility for the management and escalation of non-clinical incidents in adherence with Jersey Hospice Care's policies and procedures, adopting a proactive approach by responding to risk and improving data quality.
- Assume responsibility for the organisation's risk management framework, ensuring that the associated policy is up to date and fit for purpose.
- Support the Chief Executive by overseeing the organisation's strategic risk register, ensuring that all risks are recorded and that scoring of risks is consistent across departments, and that controls and mitigations are in place and operating effectively.
- Develop and produce risk and compliance reporting for both the Executive Team and Council of Trustees.
- Establish a culture of risk awareness across the organisation and work with the Education Team ensure that employees at all levels have received appropriate risk training.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

OTHER INFORMATION

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforces. We demonstrate commitment to equality and

fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION		
Information Governance & Systems Manager		
	Essential Criteria for selection	Desirable Criteria for selection
Qualifications and Training	Degree level qualification or equivalent gained by substantial practical experience in information governance or data protection.	Project management qualification or equivalent.
Knowledge and Experience	- A high degree of knowledge about data protection and other relevant legislation and best practice. - Demonstrable practical experience of embedding and supporting best practice in data protection and information governance, including providing constructive support to colleagues and the ability to take a pragmatic approach when appropriate to arrive at the best organisational solution. - A good understanding of risk and risk appetite, experience of risk management and of providing practical support to colleagues managing risk. - Experience of conducting internal audit programmes, including progress against recommendations. - Experience of reviewing contract clauses, with particular reference to data protection clauses in contracts and providing advice to limit risk, and in relation to insurance, including liaising with counterparts in third party organisations to arrive at an agreement.	Relevant experience of working within the Jersey voluntary & community sector, preferably in a healthcare environment.
Technical abilities	- High level of computer literacy with ability to operate the Microsoft Office package (including SharePoint, Teams). - Ability to use technical business applications designed to capture, store, manipulate and analyse technical data as relevant to the specific service and	Ability to use Microsoft Power Applications to benefit productivity in this role.

	industry. • Ability to extract, collate and interpret statistical data.	
Personal attributes	• Strong problem-solving skills, and willingness to suggest or trial new ideas when appropriate. • Excellent written and verbal communication skills and attention to detail, including the ability to write contracts, policies and procedures and to influence and train colleagues as required. • The ability to build effective relationships with stakeholders, to win trust and inspire confidence and enthusiasm in colleagues. • Ability to present effectively, both verbally and in writing.	

JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

Living Well Team – Our Living Well Team works closely with our specialist colleagues to provide compassionate, generalist palliative care to islanders—supporting them as they navigate every aspect of their journey. Whether it's managing symptoms, understanding finances, making important decisions, or simply coping with the everyday tasks we often take for granted, the team is there to guide, encourage, and empower. Care is delivered wherever it's needed most: in the comfort of patients' homes or in our welcoming King Centre clinics. Our nurses walk alongside patients and their families every step of the way, promoting independence, building confidence, and creating opportunities for people to live well—on their own terms, with dignity, choice, and support.

King Centre - The King Centre offers a vibrant range of wellbeing services designed to help people living with life-limiting illnesses continue to live as fully and confidently as possible. Taking a rehabilitative and empowering approach, the team walks alongside patients as they navigate their illness, helping them focus on what matters most to them.

Our dedicated King Centre Team provides a rich mix of day services—including day hospice support, physiotherapy, and complementary therapies. These sessions are delivered by skilled, compassionate practitioners through both individual and group activities, all tailored to each person's unique goals, priorities, and needs. At the King Centre, every interaction is centred around helping patients regain a sense of strength, connection, independence, and possibility.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a

caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team, and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.