**LEEDS COMMUNITY HEALTHCARE NHS TRUST**

**JOB DESCRIPTION**

Job Details

**Job Title:** Data Analyst

**Banding:** Band 5

**Specialty/Department:** Business Intelligence and Performance

**Service Description**

The Business Intelligence and Performance Team works closely together to provide a full business intelligence service to the Trust and supports the Trust with monitoring and understanding performance.

The team manages all processes relating to the data we extract from our clinical information systems and its transition to insight and intelligence.

There are three teams within Business Intelligence and Performance.

The Warehousing Team design, develop and maintain the organisation’s SQL data warehouse solutions. They ensure appropriate structures are in place to enable easy access to high quality data and processing of those data into dynamic reporting solutions. They are responsible for the development and submission of the national data sets.

The Business Intelligence Team develop and maintain reports for presentation in the Performance Information Portal (PIP). This is the online tool that provides information to the organisation. The reports are currently delivered via SSRS, PowerBI and Excel. They work with customers to ensure that the reports present information to managers and services in a format that is easily understood and relevant to decision-making processes.

This team is also responsible for ensuring that all regular manual reports are generated and submitted on time. Wherever possible this team will work to minimise manual processes.

The Performance Team provide the first point of contact for queries from our clinical services supporting them by monitoring their performance, highlighting areas of interest and monitoring recovery plans. They work with services to help them understand and interpret their data. They create analytical models to support with areas such as capacity and demand or waiting list management. They also work alongside the Head of Business Intelligence and Performance to develop the list of KPIs used by the organisation to monitor and drive improvement.

This team also includes the Data Quality Lead. They are responsible for ensuring that processes to monitor and improve data quality are embedded in all our products and that support is given to services that helps them to understand and improve their data.

**Role Description**

The Data Analyst sits within the Business Intelligence Team. Working to the Principal Data Analyst or Senior Data Analyst the post holder will help to ensure that the Business Intelligence Team develops and maintains regular reporting of Trust-wide and service specific information that allows the Trust and its services to monitor progress. They will ensure that the work they produce aligns to Trust-wide frameworks and strategies so that it is relevant, consistent and timely. They will contribute to the development of these and other procedures including proposing and implementing changes to policies and procedures related to own work area.

They will build good working relationship with clinical services and other stakeholders and provide expert input to projects. They will ensure that high quality products are created to deadlines and to scope, escalating as appropriate where issues arise.

The post-holder will contribute to the completion of all regular reporting processes and to the development of automated processes to minimise manual processes and will be required to respond to ad hoc requests for information.

They will ensure that processes to improve data quality are embedded in day to day and development work and may suggest developments to the clinical information systems used by the Trust to ensure appropriate and accurate data is collected.

**Key Responsibilities**

1. **Operational**
   1. To interpret and provide accurate and timely information to managers and services in a format that is easily understood and relevant to the decision-making process. This will involve the receipt of complex and sensitive information to analyse, interpret and present in an appropriate format where there may be barriers to understanding.
   2. Develop, and adapt as necessary, information systems to report on key performance indicators (KPIs) to ensure that clinicians and managers can measure, monitor, and continuously improve performance.
   3. Use of technical approaches such as querying SQL and data intelligence software to ensure that all KPIs are accurately reported, documented and presented in an appropriate format.
   4. Help to plan and co-ordinate the deployment of the core BI reporting products and dashboards, to meet complex information and insight needs. This will include maintenance, optimisation and development of new features as well as reviewing data quality and implementing processes to resolve issues in accordance with trust wide principles.
   5. Develop new reports to specification to meet new or emerging reporting requirements which may be complex in nature, including:
      * Querying complex databases to structure data according to measure definitions and specifications
      * Analysing data quality, adapting data process, and proactively escalating, in accordance with trust wide principles and processes for managing and improving data quality
      * Developing reporting outputs that meet user specifications
      * Developing automated data production processes
      * Creating, reviewing and updating data Procedure Documentation to ensure that reports can be correctly published according to timelines and specifications
      * Assist with benchmarking analysis for a wide range of clinical services
   6. Assist in the development and ongoing production of performance reports
   7. Embed data quality checks into all reporting processes ensuring that data is accurate complete and up to date.
   8. Support service managers and clinicians with the use of reporting products and dashboards.
   9. To undertake analysis as and when required in a timely and accurate way enabling national and local priorities to be set and monitored.
   10. Support the wider business intelligence and performance team on a range of information related projects and developmental tasks.
   11. To perform ad hoc analyses to support the information requirements of services and to monitor ad hoc requests with a view to integrating regular requests into normal reporting schedules.
   12. Coordinate performance information requests from the Trusts commissioners ensuring that all deadlines are met.
   13. To develop and support high quality data standards
   14. Ensure the accurate production of and timely submission of Statutory reports
   15. Support the development of surveys and audits to support service developments.
   16. Use SQL Server Management Studio to develop queries to extract and analyse information from large and complex data sets
   17. Make the best use of technology available to develop and deliver reporting to internal stakeholders, including web-based reports and reports in conventional software products (PowerBI).
   18. Input to development of the data warehouse to ensure regular reporting is automated and as efficient as possible.
2. **Developing and Maintaining Relationships**

# Actively works towards developing and maintaining effective working relationships both within and outside the Trust.

* 1. Fosters and maintains strong links with all Services across the Trust, developing key contact points within Care and Corporate services.
  2. Explores the potential for collaborative working and takes opportunities to initiate and sustain such relationships.
  3. To be a named point of contact for queries relating to their areas of practice.
  4. Supports Data Officers in the production of newly developed data reports

1. **Managing Resources**
   1. Ensures the effective and efficient use of resources within their own sphere of responsibility.
2. **Managing Self**
   1. Prioritises their own workload within agreed objectives deciding when to refer to others as appropriate.
   2. Participates in the Trust’s appraisal system, matching organisational aims with individual objectives and undertaking appropriate training as required.
   3. Takes responsibility for their own and others’ health and safety in the working environment.
   4. Complies with the policies and procedures of the Trust.
   5. Ensures that a professional service and image is maintained at all times.
   6. Ensures their own actions support the equality, diversity, rights and responsibilities of individuals.
   7. Promotes and adheres to equality of opportunity and diversity within the Trust.

**In addition to these functions the post holder is expected to:**

* In agreement with their line manager carries out such other duties as may be reasonably expected in accordance with the grade of the post.

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 5 |
| **Hours:** | 37.5 |
| **Contract:** | Fixed-Term |
| **Salary:** | £31,049 to £37,796 per annum |
|  | New staff will normally be appointed to the minimum of the pay band. Staff transferring from one post to another in the same pay band within the NHS will enter the band at the same point that they were previously on. Staff promoted within the NHS will enter the new pay band at the minimum or the first point of the new pay band that gives them an increase in salary. Any previous NHS service will be subject to confirmation by the Payroll Department. |
| **Annual Leave:** | The annual leave year runs from 1 April to 31 March following.  The full entitlement being 27 days for a full year and pro rata  for an incomplete year's service. An additional 2 days will be  awarded after 5 years service plus a further 4 days after 10  years service. This is in addition to 8 public and statutory days  holiday. |
| **NHS Pension:** | The post is pensionable unless you opt out of the scheme or  are ineligible to join and your remuneration will be subject to  deduction of contributions in accordance with the National  Health Service Pension Scheme. In the event of you not  wishing to join the scheme you should complete form SD502  on your commencement date. |
| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **Notice:** | Giving notice – you are required to give the Trust 4  weeks written notice of termination of your employment.  Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 4 weeks or your statutory notice entitlement whichever is the greater.    Statutory entitlement is:  For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
| **PROFESSIONAL REGISTRATION**  Where it is a requirement as part of this job role to be registered with a Professional Body, you are required to maintain and update your registration in line with the Trust’s Professional Registration Policy. You are required to provide proof of your registration status on your appointment, at renewal of registration or at any other time as requested by the Trust. It is also a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  It would also be a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  **REHABILITATION OF OFFENDERS ACT 1974**  Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act, and, in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by the Trust. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the Order applies.  **DBS CHECK (Formerly CRB)**  This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure & Barring Service to check for any previous criminal convictions.  The Trust is compliant with the Disclosure & Barring Service ‘Code of Practice’, a copy of which is available on request.  The Trust welcomes applications from a wide range of candidates including those with a criminal record. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed. A full Trust policy on the Recruitment of Ex-offenders is available on request.  **SECTION 11 COMPLIANCE**  **Safeguarding Children and Vulnerable Adults**  All employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and the adherence to the Trust’s Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.  **ORGANISATIONAL AND STATUTORY REQUIREMENTS**  All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements, e.g. Health and Safety; Equal Treatment and Diversity; Confidentiality; Infection Prevention and Control.  **MENTAL CAPACITY ACT (MCA 2005 CODE OF PRACTICE)**  This Act applies to all persons over the age of 16 who are judged to lack capacity to consent or withhold consent to acts which are considered by health and social care professionals to be in the best interests of their welfare and health.  The Mental Capacity Act 2005 imposes a legal requirement on health and social care professionals to ‘have regard to’ relevant guidance within the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make the decision for themselves. Furthermore, they should be able to explain how they had regard to the Code when acting or making decisions.  Detailed guidance is available in the Mental Capacity Act 2005 Code of Practice http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf  **NOTE**  This job description does form a part of the contract of employment and indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the postholder.  **JOB SHARE**  This post is suitable for job sharing and when filled on this basis will attract all normal terms and conditions of service outlined above, but on a pro rata basis if appropriate.  **SMOKING**  The Trust operates a no smoking policy and is smoke free. | |

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| **Effort Factor Information** | |
| **PHYSICAL EFFORT**  What physical skills needed in the role require, speed, accuracy, dexterity and or manipulation of objects (includes both clinical and non-clinical posts)? Please provide specific examples.  Is the post holder required to lift equipment? If yes, please specify type of equipment, weight (approx kilos) and frequency of the requirement. Please provide specific examples. | Range of keyboard skills using a variety of software packages. Requirement for the post holder to frequently sit in a restricted position for a substantial proportion of the working day i.e. preparing reports    Computer and projector and occasional office supplies and equipment (5-15g) |
| **MENTAL EFFORT**  Describe the amount of concentration required within the day-to-day job. What is it the employee will have to concentrate on? Please give examples of how often and for how long this concentration occurs. Please provide specific examples of when mental effort is required.  Is the post holder required to drive a vehicle? If so please specify duration and frequency. | Frequent requirement for prolonged concentration.  Examples include   1. • report development 2. • analysing information and data 3. • managing conflicting priorities |
| **EMOTIONAL EFFORT**  Does any part of the job require any emotional effort? What elements of the role expose the employee to emotional effort?  How often does this happen? Please provide specific examples. E.g. exposure to child protection issues | Limited exposure to distressing circumstances |
| **WORKING CONDITIONS**  Is the post holder required to work in extreme heat or cold, with smells, noise or fumes which are unavoidable, even with the strictest health and safety controls? Does the post holder work with clients or patients who express aggressive verbal or non-verbal behaviour or similar. Please describe the requirement and the frequency with which this may occur. | Minimal exposure to unpleasant working conditions. |

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PERSON SPECIFICATION – INFORMATION ANALYST

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| **Attributes** | **Essential** | **Desirable** | **How identified?** |
| **QUALIFICATIONS** | Educated to degree level in a relevant subject or equivalent knowledge acquired by previous experience in a relevant role. |  | Application Form  Interview  References |
| **EXPERIENCE** | Experience of data manipulation and analysis using a range of software including databases and spreadsheets  Previous experience of working with customers to develop suites of online reports that present information that is easily understood and relevant  .  Experience of producing analytical reports. | Previous experience of working with clinical services to develop performance indicators and improving information processes.  Experience with SQL Server Management Studio and the ability to write queries to interrogate data sets  Experience with developing web-based business intelligence tools e.g. Power BI, SSRS, SQL Report Builder | Application Form  Interview  References  Practical Test |
| **KNOWLEDGE & UNDERSTANDING** | An understanding of the purpose of information systems used by Health Care Organisations  Can demonstrate an understanding and knowledge of organisations associated with the provision of healthcare  Knowledge of a range of statistical / numerical techniques | Understanding of the principles of database design and the techniques used to extract information from these | Application Form  Interview  References  Practical Test |
| **PRACTICAL & INTELLECTUAL SKILLS** | Ability to work to agreed objectives within broad organisational policies  Ability to manipulate large and diverse datasets using databases and spreadsheets  Ability to communicate and present complex information to non analytical professionals  Highly developed written and verbal communication skills  Strong analytical and information management skills  Ability to manage and prioritise a varied workload and meet deadlines.  Numerate with logical and systematic approach  Have sound organisational and interpersonal skills, able to build creditability with a wide range of professionals  Ability to work with minimal supervision  Advanced Keyboard Skills |  | Application Form  Interview  References |
| **TRAINING** | Must be willing to participate in any relevant training identified to develop skills required to carry out duties |  | Application Form  Interview  References |
| **DISPOSITION, ADJUSTMENT & ATTITUDE** | Sensitive to the needs of others and has an awareness and responsiveness to other peoples’ feelings and needs  Values differences; regards people as individuals and appreciates the value of diversity in the workplace  Able to work as part of a team, co-operating to work together and in conjunction with others and willing to help and assist wherever possible and appropriate.  Able to develop, establish and maintain positive relationships with others both internal and external to the organisation.  Able to work under pressure, dealing with peaks and troughs in workload.  Positive attitude to dealing with change; flexible and adaptable, willing to change and accept change and to explore new ways of doing things and approaches  Highly motivated and reliable  Has a strong degree of personal integrity; able to adhere to standards of conduct based on a sense of right and wrong and be dependable and reliable |  | Application Form  Interview |
| **CIRCUMSTANCES – PERSONAL** | Ability and willingness to adopt a flexible approach to work on the occasions it may be required. |  | Interview  References |
| **PHYSICAL** | Able to undertake the demands of the post with reasonable adjustments where required. |  | Interview  Occupational Health Screening |