# 1. GENERAL INFORMATION

# Job Title: Business Data Co-ordinator

Location: Longbow

Responsible To: Project Manager / Business Data Analyst

Responsible For:Nil

**2. JOB SUMMARY**

The post-holder will provide support and data for projects identified as part of the organisation’s plans. This will involve assisting with business case development, planning activities, risk and issues management, monitoring and co-ordination tasks and negotiation

The Business Data Co-ordinator has responsibility to ensure that together with designated Project Leads and teams, assigned projects are completed within the defined, quality, time and cost constraints and to facilitate full realisation of benefits defined in the Business Case. The post-holder will have responsibility to identify appropriate supporting data from systems, with the ability to interrogate and produce accurate reporting.

The Business Data Co-ordinator will lead on continuous improvement initiatives along with identification of process improvements and any subsequent project implementation. The post-holder will provide resilience within the Business Intelligence team; ensuring overall service data is accurate, timely and relevant. They will also be required to work closely with the IT Team to ensure data structures are shared for a smooth transition where necessary.

The Business Data Co-ordinator’s will have an interest in service development and service evaluation, with their focus on continuous improvement to enable the Organisation to develop. They will be required to be proactive and provide support through change management processes.

**3. KEY TASKS AND RESPONSIBILITIES**

1. To lead on continuous improvement, identifying initiatives where appropriate.
2. To pro-actively co-ordinate data management for appropriate projects, acting as central point of contact for the project teams including the Senior Management and any other relevant party.
3. To work closely with the designated Project Lead to actively manage projects and personnel to ensure that projects are delivered within time and budget, establishing clearly defined and measurable outcomes.
4. To collate and analyse data generated by the monitoring and evaluation process, producing and presenting reports to Line Managers, Stakeholders and Partners that measure performance against agreed outcomes and targets (to include drawing out learning and implications).
5. To set the standard of data capture required for the programme and ensure that data is consistently meeting the data quality standards.
6. To be actively involved in operational and data projects ensuring Information Governance is adhered to (including Information Sharing Agreements). To ensure past development is maintained and improved on.
7. To ensure consistent and accurate administration of data and other documentation relating to projects including:
   * Maintaining databases and Project calendars
   * Managing logistics
   * Managing distribution of invites or information
   * Managing reporting schedules, disseminating as appropriate
8. In conjunction with the Patient Liaison Officer ensure that all risks associated with implementation of specific projects are identified, analysed, recorded with appropriate risk owners allocated, reviewed and reported, ensuring that effective mitigation actions are identified and actioned. To ensure that appropriate Risks are raised to the Project Lead as relevant.
9. To facilitate meetings and workshops as appropriate.
10. To identify, develop and maintain key relationships.

**4. PROBATIONARY PERIOD**

This post is subject to the requirements of a six month probationary period for new staff only.

**5. STANDARDS OF BUSINESS CONDUCT**

The post holder will be required to comply with Shropdoc Policies and Procedures and , at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

**6. PROFESSIONAL REGISTRATION**

1. If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body’s code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
2. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
3. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.
4. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with Shropdoc, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

**7. CONFIDENTIALITY and INFORMATION GOVERNANCE**

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc’s Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance

**8. DATA PROTECTION AND THE DATA PROTECTION ACT 1998**

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients’ health records are expected to be familiar with, and adhere to, Shropdoc’s Records Management Procedure. Staff should be aware that patients’ records throughout Shropdoc will be subject to regular audit.

**9. HEALTH AND SAFETY**

All staff must act within legislation, policies and procedures relating to Health and Safety

All staff must attend statutory/mandatory training as instructed

All staff must be familiar with Shropdoc’s Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own and the health and safety of others.

**10. RISK MANAGEMENT**

All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations. Staff are responsible for reporting incidents, handling patient feedback and complaints appropriately, being aware of the risk management strategy and emergency procedures, and attendance at any relevant training as required.

The post holder will ensure compliance with Shropdoc’s risk management policies and procedures. These describe Shropdoc’s commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

**11. INFECTION CONTROL**

All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

**12. SAFEGUARDING**

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding Safeguarding relevant to their position and role.

**13. EQUALITY, DIVERSITY AND HUMAN RIGHTS**

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

**14. HARASSMENT AND BULLYING**

Shropdoc condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the HR Department or any other Manager within Shropdoc.

**15. QUALITY**

It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:

* Through a commitment to good patient care and to the quality of its clinical practices
* By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
* By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
* Through commitment to provide patients, Member GPs and associated LHBs and PCTs at all times with a service that confirms to Shropdocs quality management system.

**16. TRAINING**

All staff must attend statutory /mandatory training as instructed.

**17. NO SMOKING POLICY**

There is a smoke free policy in operation in Shropdoc. In accordance with this policy smoking is discouraged and is not permitted anywhere within the buildings or within 15 metres of Shropdoc main buildings.

**18. REVIEW OF THIS JOB DESCRIPTION**

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjuction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

19. JOB DESCRIPTION AGREEMENT

Post Holders Name: ……………………………………………………………………………………

Post Holders Signature: ……………………………………………… Date: …………………….

Line Managers Name: …………………………………………………………………………………

Line Managers Signature: ……………………………………….. Date: …………………..

**Person Specification**

**Data (Projects) Coordinator**

**(Supporting our Policy on Equal Opportunities in Employment)**

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

**The under mentioned are the job-related requirements for this post**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **Essential** | **Desirable** | **Evidenced by** |
| **Education and qualifications** | GCSE Grade B+ Maths and English | Knowledge of Prince2 or equivalent Project Methodology  Work experience relating to MS Excel, MS Access and data analysis  A-Level (Grade A-C)or Equivalent | Application Form  and  Interview |
| **Experience** | Experience of report writing and analysing data and information  Experience in interrogating Management Information Systems  Experience processing large amounts of structured and unstructured data  Experience of multi-disciplinary working  Experience of technical and analytical administrative tasks | Experience of working in a sector such as NHS  Experience of using EMIS  Creation and implementation of process and procedures | Application Form  and  Interview |
| **Skills/Abilities** | Excellent communication skills both oral and written with the ability to collate and present information to others  Ability to liaise and communicate effectively with all members of the multi-disciplinary team and other services.  Effective administration skills with experience of planning, organising and managing own workload with **limited** supervision  Ability to work calmly, flexibly and effectively in a busy environment  Skilled in the using all Microsoft Office applications to present and analyse information | Excellent research skills, including quantitive and qualitive research methods along with data analysis skills and familiarity with data analysis software. | Application Form  and  Interview |
| **Knowledge** | Familiar with programme development cycles and typical problems associated with implementation of projects | Awareness of project or programme management  Awareness of Continuous Improvement and Change Management | Application Form  and  Interview |
| **Other attributes** | Able to operate in, and to positively contribute to the work of a very busy team.  An interest in service development and service evaluation  Patient, determined, conscientious, reliable and diplomatic  Systematic approach to problem solving |  | Application Form  and  Interview |
| **Other general requirements** | Ability to attend work on a regular basis and meet the requirements of the role with any reasonable adjustments which have been notified and arrangements made under the Equality Act  Ability to meet the transport needs of the post |  | Application Form  and  Interview |