

1. GENERAL INFORMATION

Job Title: Senior Information Analyst

Location: Longbow

Hours of Work: 37.5 hours Monday to Friday 9 am – 5.30pm

Responsible To: Director of Finance & IT

Responsible For: Business Data Administrator

2. JOB SUMMARY

Reporting to the Director of Finance & IT, the Senior Information Analyst will manage the business intelligence team to develop, interrogate and interpret business data and information that will enable the team to support the Organisations corporate and clinical targets, goals, aims and objectives; and the goals and targets established by external agencies (e.g. NHSI, CCGs).

As the Senior Information Analyst you will work closely with Executive Directors, Senior Managers and other key staff and external agencies (e.g. CCGs). Reporting and providing specialist data analytical advice and guidance on key information issues that pertain to Organisational and service performance, ensuring the Organisation has all the information it requires for the forecasting, planning and monitoring of its services and to meet set service improvement targets.

The list below is to outline the main duties of the role but is not an exhaustive list as duties will vary within the given role. We ask all employees to be flexible in their role to ensure we are delivering Safe, Kind and Effective care.

3. KEY TASKS AND RESPONSIBILITIES

Business and Data Information

- To be responsible for the data requirements and information of the Organisation; understanding data interpretation and reporting Key Performance Indicators ensuring they are delivered / published using appropriate technologies e.g. Intranet, Dashboards, reports;
- To provide expert analytical and information advice by interpreting complex data in simple terms on use of information systems and how best to exploit the data in the system; in particular when new systems are being procured to ensure that appropriate resources are considered in relation to information management
- Ensure that any new systems are compatible with the data warehouse solution (current and future) and with national standards; in addition to advise on changes that are required to existing systems in the light of national data definitions and standards and to ensure that the Organisation is aware of the impact of these changes.



- To ensure the Executive Team and service managers receive regular, appropriate and concise performance reports which include data and information interpretation on a timely basis and to ensure that these reports are reviewed and audited on a regular basis to ensure appropriateness.
- Ensure the rolling programme of reporting utilises the numerous business systems appropriately and is developed and enhanced to demonstrate and evidence service performance mapped against targets and objectives both operational and strategic.
- Develop detailed specialist knowledge of the services within the Organisation, anticipate information needs and requirements and provide a proactive information service to Service and Performance managers.
- Work with Executive leads, clinicians, external agencies to develop complex forecasting, and modelling tools that accurately reflect and enhance service delivery and to use these tools and methods to ensure proactive planning and monitoring for its future services.
- To work with clinicians, service managers and external agencies (e.g. CCGs) to exploit existing sources of clinical information and to develop new sources (in conjunction with other Business Intelligence colleagues) to provide benchmarking reports to demonstrate the clinical efficacy of the clinical service provided; to ensure that the report recipients are conversant with the interpretation of these complex reports. In addition, ensure that the information provided will provide the requestor with the knowledge they need.
- Managing conflicting demands from the various points and assess the requirement needs of change, respond to information requests from Executive Directors, Senior Managers, colleagues in other NHS organisations ensuring that responses are produced in a timely manner, consistent with existing published information and answers the query.
- To act as a conduit for all significant Informatics issues that arise within the Organisation and ensure that these issues are communicated to the relevant staff as well as resolving the issue quickly and efficiently.
- The post holder will work on a daily basis with minimum supervision – managing their own and their team's workload to ensure deadlines and targets are met along with addressing issues and challenges.
- It is expected that the post holder will be the Senior Information Analyst for the Organisation and that the post holder will be an effective communicator at all levels of the Organisation as well as staff from external agencies.

Presentation and reporting

- The post holder will be expected to deliver presentations to staff of all levels (Managers, Executives, Clinicians, Managers, etc.) and communicate, interpret and translate highly complex information, ideas and concepts in to a simplistic manner that will ensure the audience will understand the key messages contained within the information.



- To contribute to the preparation and delivery of presentations which are clear and appropriate to the purpose and audience
- To distribute internal reports reliably to the appropriate audience, to ensure maximum availability of information
- To provide to requestors a clear narrative including assumptions and data sources in order to interpret requested analyses or reports; to brief requestors in person as well as written.

Communication and relationships

- Provide complex and at times sensitive information using tact and diplomacy as necessary. Communicate via verbal, briefings and reports information, risks, issues and dependencies, including to project teams, sponsors and a range of internal and external staff.
- Maintain constructive relationships with a broad range of internal and external stakeholders. Promote new ways of working including working with new technologies managing the resource implications.
- Participate in and contribute to relevant internal and external working groups/projects, services, and initiatives which may be highly complex, sensitive, and political, and contain contentious information, with the aim of providing information and analytical advice
- The post holder will be expected to attend external meetings (remotely and in person) to present relevant contractual data and to respond to any data queries.

Data Quality and Information Governance

- To monitor the quality and reliability of data and to work with services to improve data quality, negotiating and influencing plans as required
- Ensure all reports produced meet specified validation and quality control requirements before they are published and take appropriate action to resolve any anomalies found within extracted data or reports
- Ensure new reporting protocols, procedures and timetables are documented and existing protocols, procedures, timetables updated as appropriate for business continuity

Education, Development and Improvement Responsibilities

- To participate in the departmental process for appraisal and personal development, ensuring that mandatory training is completed, undertake any training deemed necessary.
- Participate in continued professional development and annual individual performance reviews



Team Responsibilities

- Manage the workload, output and development of the team mentoring and supporting them when required. The post holder will be expected to utilise the skills within the team and delegate work to junior team members where applicable and required.
- To ensure cover for duties of absent members of the data team to maintain key workflows

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

- i. 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.
- ii. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- iii. 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.
- iv. 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.

All staff who have access to patients' records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with Shropdoc Records Management Procedure.

All staff have an obligation to ensure that health records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting the offer of their position, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998.

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, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at 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 Shropdocs 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 Personnel Manager 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 CCGs/ICSs at all times with a service that confirms to Shropdocs quality management system which itself complies with BS EN ISO 9001.

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 conjunction 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
Rota Co-ordinator
(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	<p>Educated to degree level in relevant discipline or equivalent professional and management experience</p> <p>Business analysis & improvement related experience</p> <p>Evidence of continuing professional development</p>		<p>Application Form / assessment</p> <p>Interview</p>
Knowledge & Experience	<p>Significant experience within similar role ideally within healthcare, public sector or private sector</p> <p>Proven ability to multi task working</p> <p>Able to deliver to tight deadlines</p> <p>Expert in developing reporting mechanisms / solutions</p> <p>Able to successfully extract and interpret data sets from organisation wide systems</p> <p>In Depth knowledge in a range of relevant software packages including Microsoft Excel / Access / Word and Power BI</p> <p>Knowledge of SQL</p> <p>Proven experience in data and statistical analysis of complex information</p> <p>Experience of interpreting and analysing national guidance / requirements</p>	<p>Experience of work in information within NHS</p> <p>Understanding of NHS Information and IT policies / agenda</p> <p>Detailed knowledge of the Shropdoc's business and good "business acumen" in relation to marketing of the Organisations service</p>	<p>Application Form</p> <p>Interview</p>

	Advanced Keyboard and VDU skills requiring a high degree of accuracy, e.g. multiple windows and/or sessions		
Skills/Abilities	<p>Must be able to interpret and communicate complicated information to all levels of staff including non-information personnel in both verbal and report form</p> <p>Confident in presenting challenging information reports to a potentially unresponsive audience; Must have the confidence to put forward ideas/arguments that offer evidence against the established position</p> <p>Ability to work under pressure dealing with changing and sometimes conflicting priorities</p> <p>Must be able to work independently on a day to day basis to achieve agreed objectives.</p> <p>Must have managed a small team including provided support and managed their development</p> <p>Ability to work unsupervised, manage your own workload and make decisions that impact others</p> <p>Enthusiastic and self-motivated with an ability to plan and organise work, adjusting according to priorities, deadlines and customer requirements</p> <p>Ability and willingness to work flexibly and as part of a BI and wider team of managers.</p> <p>Pays attention to detail Must have a good customer service attitude – “Here to help” and “can do” approach.</p>		Application Form and Interview
Organisational Values	Ability to demonstrate, understand and apply our workplace values.		